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AUTHOR: N. Bryan

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ATOMIC PARTICIPATION AND LANDOWNERS
AND THE PUBLIC SERVICE OF ONTARIO

Report Presented to the Royal
Commission on Bilingualism and Biculturalism

VOLUME II

Henry Bryan
January, 1967

ETHNIC PARTICIPATION AND LANGUAGE
USE IN THE PUBLIC SERVICE OF ONTARIO

(VOLUME I)

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CHAPTER IVThe Public Service of Ontario¹IV.1 General Characteristics

At the end of December, 1965, there were 43,141² civil servants in the employ of Ontario, with an average age of 41.1 years and an average salary of \$4,978. More than half - 22,374 persons - were in the two largest departments, Health and Highways. The next largest departments were Lands and Forests - with 6.2 per cent of the civil servants - Reform Institutions - with 5.8 per cent - and Education - with 5.4 per cent. These five together accounted for almost 74 per cent of the civil service (and for 60 per cent of total ordinary expenditure estimated to be required for 1965-66).³

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1. In this chapter, figures quoted without other source are from the weighted sample and do not include the respondents who answered in French unless it is so stated.
 2. Figures in this paragraph are from the Civil Service Commission, Annual Report, 1965, and from the Estimates, 1965-66. The weighted data from the Royal Commission's survey show a total of 25,521 civil servants - 64.3% of the actual total excluding the Ontario Provincial Police Force. The response rate to the questionnaire was 77.2 per cent. There is a gap, therefore, between the weighted sample and the actual figure which can probably be attributed chiefly to the higher rate of non-response by the lower-paid civil servants.
 3. See Table 1.3, page 13, for distribution of civil servants by department.

Distribution

One-third of the civil service is working in Metropolitan Toronto, according to the weighted sample; one-quarter is in communities of less than 10,000 persons; one-quarter in communities of between 10,000 and 50,000 persons; and 14 per cent in communities of over 50,000, other than Toronto. There is no information available on the actual geographic distribution of the civil service, but respondents to the questionnaire were asked to indicate the location of their work in one of ten areas¹, which were later grouped into five zones. Zone 1 may be described as south-western Ontario (it includes the twenty counties and two districts in southern Ontario west of Halton county); Zone 2 is the Metropolitan Toronto area and adjacent counties (the counties of Ontario, Peel, Halton and York); Zone 3 is south-central Ontario (the 13 counties between Ontario and Dundas counties); Zone 4 is south-eastern Ontario (five counties, including Carleton); and Zone 5 is the entire north, including Renfrew county. Table 4.1 shows the distribution of the civil service by zone, according to the weighted sample, in comparison with the population distribution in 1961. (The comparison

1. See Appendix I, Questionnaire, Q.88, for exact area boundaries.

Table 4.1.
Distribution of Ontario Population
and Civil Service, by Zone

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Total
Population (1961)	2,308,779	2,087,545	549,825	478,134	811,809	6,236,092
Per Cent	37.0	33.4	8.9	7.7	13.0	100.0
Civil Service	7,012	9,458	3,690	690	4,911	25,761
Per Cent	27.2	36.7	14.3	2.7	19.1	100.0

Source: Census of Canada, 1961, Vol. I, Part 2, Bulletin 9; and Ontario Civil Service survey, weighted data: French-language responses of persons of French mother tongue are included.

does not imply a supposition that the two distributions should be the same. One important factor in the location of civil servants is the location of administrative centres; Zone 2, for example, contains the provincial capital. Another important factor is the location of provincial institutions, which are major employers - 91.3 per cent of the staff of the Departments of Health and Reform Institutions are working in institutions - and in Zone 3, for example, there are several provincial institutions.)

A large majority of the civil service is home-grown. For most people, the area in which they received their primary and secondary schooling is probably the area in which they grew up. Eighty-seven per cent of the Ontario civil servants whose mother tongue is English received most of their primary and secondary education in Canada (78 per cent in Ontario); 99 per cent of those whose mother tongue is French¹ received their schooling in Canada (79 per cent in Ontario); only 24 per cent of those with another mother tongue were educated in Canada (20 per cent in Ontario). For most purposes, then, it can be understood that about three-quarters of those whose mother tongue is neither French nor English are probably immigrants to Canada; that those whose mother tongue is French are natives of Canada (and most, indeed, natives of Ontario); and that about nine-tenths of those whose mother tongue is English are natives of Canada (again, the majority being from Ontario). In total, 71.2 per cent of the civil service took most of their primary and secondary education in Ontario and 79.7 per cent in Canada¹. This is probably a smaller proportion than would be found in other provincial governments, but figures are not available for comparison.

1. The responses of those who answered the questionnaire in French are included.

To a surprising extent, people entering the Ontario civil service are already experienced in the labour force. Of those over 30 at present, approximately nine-tenths have worked outside the Ontario civil service, more than half of these for more than ten years and almost three-quarters in more than one job. Almost half of the respondents aged 30 or less have worked elsewhere, most in only one job and for less than five years. For almost twenty per cent of the civil service their previous work experience has included another civil service - federal, municipal, another province, or some other.

Mobility

The job mobility of civil servants evidently extends also to leaving the service fairly readily. Almost half have been employed for less than five years¹, and while this proportion is partly attributable to a rapid growth in the civil service (at a rate between 4 and 10 per cent each year for the past 10 years), it is partly attributable also to a more recent increase in the separation rate. In 1963, for example, the Civil Service

1. Civil Service Commission, Annual Report, 1965. In the weighted sample, 34.7 per cent have been in the civil service for less than 5 years.

Commission observed that "The rising percentages of turnover in the regular staff and among male employees cause some concern..."¹ and in 1964, "Statistics kept on staff turnover for the Service reveal an increase in the number of separations, particularly in the probationary class..."². In 1965 the Commission undertook a study of staff turnover "because of the increase in percentage of employees leaving the service..."³. In that year 6,073 people (exclusive of deaths and transfers) left the civil service (one-third of them for better-paying jobs) compared to 6,981 who joined (exclusive of transfers into the civil service from the unclassified service). Approximately one-third of those who left were under 25 years of age.

For those who stay with the civil service, mobility does not appear to be very great although no comparisons can be made with other provincial services. Ninety-two per cent of the respondents reported that they are now working in the same department as when they started, but as change from one department to another does not

1. Ibid., 1963, page 1.

2. Ibid., 1964, page 2.

3. Ibid., 1965, page 28.

appear to be related to either salary or length of service, it can be inferred that inter-departmental moves are not only uncharacteristic of the Ontario civil service but also an ineffective means of advancing in it. A more useful indicator is change of position: for more than four-fifths of the respondents who answered the questions on 'last change of position'¹ the phrase meant a change in level of responsibility, salary, or type of work, and presumably a promotion. Over half of the weighted sample reported that they had never had a change of position while in Ontario's employ, and 45 per cent had been in the same position for more than four years. Sixteen per cent had been in the same position for more than 10 years, and if only those are considered who have been employees for five years or more, one-quarter had been in the same position for more than 10 years. While over one-third of the respondents considered salary the least satisfactory aspect of their work - this was the most popular choice - more than one fifth said that lack of opportunity for promotion was their greatest complaint. Table 4.2 shows the number of positions respondents have filled in the civil service, by age and salary.

1. See Appendix I, Questionnaire, Q.50-53.

Table 4.2.
Number of Positions Held by Civil Servants,
by Birthdate and Salary

	- percentages -					
	Salary under \$6,000			Salary \$6,000 or more		
Birthdate	Before 1921	1921- 1935	1936 or later	Before 1921	1921- 1935	1936 or later
One position	63.7	58.3	62.3	37.2	39.3	54.4
Two positions	25.5	25.8	22.6	24.6	18.8	26.0
Three or more	10.8	15.9	15.1	38.2	41.9	19.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Physical mobility - movement from one community or area to another - is not necessarily related to career progress, but in the Ontario civil service it appears to be. Of those earning \$6,000 or more annually, more than half have worked in more than one community and one-quarter have moved from one zone to another. Of those earning under \$6,000, only one-quarter have worked in more than one community, and only 7 per cent have moved from one zone to another. (This differential would be reduced if the responses were controlled for length of time in Ontario's employ - a tabulation which was not done.

Forty-eight per cent of those earning less than \$6,000 joined the civil service in 1960 or later, and only 29 per cent of those earning \$6,000 or more are of such recent entry. A marked differential in geographic mobility would still exist between the two income groups, however.) Since geographic mobility is so closely related to salary, and therefore (by inference) to level and promotion, it is interesting to note the high aggregate degree of stability. In each of the five zones 80 per cent or more of the employees are still in the zone in which they began work. Zone 2 - the Metropolitan Toronto area - demonstrates the greatest stability. Its 37 per cent of the weighted sample accounts for only 29 per cent of the inter-zone moves, and 91.6 per cent of its staff initially began work in the zone. There has been a small net outflow of civil servants earning \$6,000 or more from Zone 2 into three of the other four zones. The exception is Zone 3, which has lost some of its higher-paid civil servants to Zone 2. Of those now earning \$6,000 or more who were initially located in Zone 3, only 53 per cent have remained there, the others being scattered through the rest of the province. Zone 3 has the lowest proportion of civil servants earning \$6,000 or more - 10.8 per cent - and it may be inferred that promotional opportunities within that zone are more limited than elsewhere.

Educational background is a factor in inter-zone movements; only 4.3 per cent of those with primary schooling alone have changed zones, while 22.1 per cent of those with university education have moved. This is not surprising, since salary and educational level are closely related. (See Table 4.3.) The age of civil servants is not linked to their inter-zone moves, but age does not appear to be related to salary, apart from the fact that the very young (i.e. 30 or less) are very unlikely to be earning over \$10,000 a year.

Table 4.3.

Ontario Civil Servants: Educational Level,¹
Salary and other Characteristics

	Primary	High School	- percentages -		
			Technical, business	University	Other prof. degree
<u>Present Salary*</u>					
Less than \$6,000	93.9	87.5	78.2	21.0	54.9
\$6,000 - \$9,999	4.4	10.8	20.2	32.4	28.2
\$10,000 or more	1.7	1.7	1.6	46.6	16.9
Total	100.0	100.0	100.0	100.0	100.0
<u>Birthdate</u>					
Before 1921	64.3	41.4	40.0	40.1	42.6
1921-1935	32.1	29.6	25.6	41.5	34.8
1936 or later	3.6	29.0	34.4	18.4	22.6
<u>Years employ in civil service</u>					
Less than 5	17.8	36.4	36.8	42.2	41.1
5 or more	82.2	63.6	63.2	57.8	58.9
<u>Reason for entering civil service</u>					
Job security	37.2	28.7	21.5	6.7	14.5
Type of work	19.0	27.7	34.8	59.5	54.2
Good salary	1.1	2.6	0.0	1.3	1.2
Special appeal of public service	5.9	6.1	4.9	6.4	2.7
Other reason	36.8	34.9	38.8	26.1	27.4
Total	100.0	100.0	100.0	100.0	100.0

*Including respondents of French mother tongue who answered the questionnaire in French.

1. See Appendix I, Questionnaire, Q.6 for the question on level of education. For analysis, all with any high school education are grouped under High School; all with any university degree are under University.

Sex

Another variable related to career progress is sex. From the weighted data it is safe to conclude that in the Ontario civil service men are different from women, and in no respect so much as in career development. Women have not spent so long in the civil service (over half having entered since 1959, compared to 37.9 per cent of the men), are a little younger, are slightly more likely to have interrupted their civil service work at some time, have had different educations, and are working in different departments. They are more likely to have had a definite career goal in mind during their last years at school, and would go into rather different occupations if they were to leave the Ontario civil service now. (Fewer would look for a job with a business organization or become self-employed; more would retire). Table 4.4 sets out some of these differences.¹ Curiously, however, they entered the civil service for the same reasons that men did, and chose much the same things as those aspects of their work which are least satisfactory to them. But for men, salary outranks promotional opportunities as the most unsatisfactory aspect of their work, and for women, promotional opportunities outrank salary.

1. The weighted data suggest that women have a lower proportion of English mother tongue and a higher proportion of French and Other, but it seems very probable that if the French-language responses could be included in the tabulation the mother tongue distribution would be the same for both sexes.

Regardless of their level of education or length of service, women are paid less than men and are less likely to have been promoted. An examination of the salary classes by educational level illustrates the difference. Approximately 94 per cent of those who have not gone past primary school are earning less than \$6,000

Table 4.3.

Sex Differences in the Ontario Civil Service

- percentages -			
		Male	Female
1. Age N: 25,036	Born before 1921	43.8	45.9
	Born 1921-1935	35.1	24.3
	Born 1936 or later	21.1	29.8
	Total	100.0	100.0
2. Education N: 24,972	Primary	17.0	9.0
	High School	58.3	70.3
	Technical or business	6.5	8.9
	University	14.2	4.9
	Other professional degree	4.0	6.9
	Total	100.0	100.0
3. Reason for entering the civil service N: 25,187	Job security	26.8	25.0
	Type of work	30.8	34.0
	Other reason	42.4	41.0
	Total	100.0	100.0
4. Continuity of employ N: 24,817	Continuous	93.0	89.7
	Discontinuous	7.0	10.3
	Total	100.0	100.0
5. Number of different positions N: 24,219	One	51.9	67.2
	Two	24.4	23.7
	Three or more	23.7	9.1
	Total	100.0	100.0
6. Salary N: 24,604	Less than \$6,000	70.8	92.7
	\$6,000 - \$9,999	18.6	5.7
	\$10,000 or more	10.6	1.6
	Total	100.0	100.0

annually (men as well as women); 96.8 per cent of the men are in the upper half of this salary category and only 77.2 per cent of the women. Of those who have attended high school, most are earning between \$3,000 and \$10,000 annually (94.3 per cent of the men and 89.7 per cent of the women). Seventeen per cent of the men are in the upper half of the salary category, and only 2 per cent of the women. Of those who have taken technical or business training, over 90 per cent are earning between \$3,000 and \$10,000: one-third of the men are in the upper half of the salary range and only 4 per cent of the women. Of those who attended university, most (77.4 per cent of the men and 69.0 per cent of the women) are earning between \$6,000 and \$18,000 annually: one-third of the men are in the lowest third of this salary range, and three-quarters of the women are. A majority of persons with some other professional degree is earning between \$3,000 and \$10,000 annually - two-thirds of the men with this training, and 96 per cent of the women - but while 58 per cent of the men are in the upper half of the salary range, only 17 per cent of the women are. Similarly, women who have been working in the Ontario civil service for 20 years or more are less likely to have had changes in position during their careers than men who have been working the same length of time, and so on.

Undoubtedly the explanation for this striking difference in rates of pay and promotion lies in the respective occupations of men and women. Since the questionnaire included no occupational data, it is not possible to look further into this. It is noteworthy, however, that almost four-fifths of the women, according to the weighted sample, are working in the three departments - Health, Welfare and Transport - which appear to pay the least generously. According to the sample, over 90 per cent of the employees in these three departments earn less than \$6,000 annually.

The Civil Service Association of Ontario

Another characteristic which is related to salary - inversely - is membership in the Civil Service Association of Ontario, or CSAO. This is the collective negotiating agent for the civil service, and has a paid staff of about 30 to conduct its business. The actual membership of the Association is something over 30,000; the weighted sample shows a membership of 16,058 among civil servants.

The Association has been described as a combination of craft and industrial union. It has 25 districts and about 155 branches, some organized geographically (hospitals and reformatories, for example, are separate locals) and some organized by function or profession on a provincial base. The dairy fieldmen's and school inspectors' branches are examples. The Toronto branch of the CSAO has about 5,000 members, and a particularly large executive on which all departments are represented. There is little opportunity for local bargaining by the Toronto branch, but in the remainder of the province the Association policy is to develop local bargaining strength. Since 1955 it has had a voluntary revocable check-off arrangement and its request for a compulsory check-off or some equivalent is said to be now before the Government.¹

As a negotiating agent the CSAO has some unusual features. It has a number of members for whom it cannot negotiate, although they, like any other members, are free to influence its negotiating objectives. The civil servants who are excluded from collective negotiation by reason of their management status may be - and many are - members of the CSAO. Unclassified public servants and

1. Information obtained from an interview with the General Manager of the CSAO, May, 1966.

other crown employees may also join the Association, although since most of them have no negotiating rights the Association does not act as their agent. In addition, the Association is the certified bargaining agent - under the Labour Relations Act, not the Public Service Act - for two groups who are not crown employees at all: employees of Guelph University, and employees of the Toronto Psychiatric Hospital. Agencies are moved into and out of the public service not infrequently, and each such move complicates the negotiating role of the CSAO a little more.

IV.2 Ethnic Origin and Mother Tongue

In similar studies done for the Royal Commission on Bilingualism and Biculturalism, ethnic origin is treated as a key variable to which other variables are related. In this study there is no information on ethnic origin, nor does the Government of Ontario keep (or obtain) any such information regarding its employees. Mother tongue is therefore used as a substitute for the ethnic origin variable. According to the weighted sample - the only source of information - 85.1 per cent of the civil service is of English mother tongue, 3.1 per cent of

French mother tongue, and 11.8 per cent of another mother tongue¹. The distribution in the total Ontario population is different - 77.5 per cent (in 1961) were of English mother tongue, 6.8 per cent French, and 15.6 per cent Other.² Reference was made earlier in this chapter to the probable origin of the civil servants in these three mother-tongue categories, based on the reported location of most of their primary and secondary schooling. Less than one per cent of those with English mother tongue were taught in a language other than English, and seven-tenths of this small group had Canadian schooling. Figures on the language of schooling for those of French mother tongue are not complete, but for 248 out of 498, the language was English.³ Most (91 per cent) of those of Other mother tongue who went to school in Canada were taught in English; most (94 per cent) of those of Other mother tongue whose primary and secondary schooling was outside Canada were taught in a language other than English.

-
1. The 240 (weighted) respondents answering in French whose mother tongue is French are included. 101 other respondents (weighted figure) who answered in French are not included; their mother tongues were reported as English, Italian, Dutch and Other, but their distribution is not known.
 2. See Table 5.3 in Chapter V.
 3. 448 of 528 reporting their mother tongue as French stated that they can understand French when spoken; if it is assumed that all of those of French mother tongue who answered the questionnaire in French also understand French when spoken, then 10 per cent of the civil servants whose mother tongue is French do not understand spoken French. If the definition of mother tongue used in some other studies had been employed here, this 10 per cent would have to be excluded from the category of persons with French mother tongue.

Table 4.5Ontario Civil Servants: Mother Tongue and Place of
Primary and Secondary Schooling

	English Mother Tongue		French Mother Tongue ¹		Other Mother Tongue	
Place of Schooling						
Ontario	16,034	78.0	584	79.1	561	19.9
Other part of Canada	1,771	8.6	143	19.4	122	4.3
Outside Canada	2,744	13.4	11	1.5	2,142	75.8
Total	20,549	100.0	738	100.0	2,825	100.0

Table 4.6 shows the age, educational and salary distributions of Ontario civil servants by the three mother tongue groups, and their dates of entry into the civil service. Some marked differences are apparent. Those of English mother tongue are older, are better paid, and have been longer in the service than those of French or Other mother tongue. The recent entry of those of Other mother tongue is especially notable: 86 per cent have become civil servants since 1953, that is, within the past 14 years. Since three-quarters of those of Other mother tongue are from outside Canada (to judge by the location of their primary and secondary schooling), their dates of entry into the civil service are undoubtedly related to immigration movements into Canada. The information on the dates of entry of those of French mother tongue -

1. The respondents who answered the questionnaire in French are included.

almost all of whom were educated in Canada - is unfortunately incomplete; one-third of the respondents (those who answered in French) cannot be included. However, the distribution of their dates of entry into the service is much more like that for civil servants of English mother tongue than it is like that for civil servants of another mother tongue.

Table 4.6.

General Characteristics of Ontario Civil
Servants, by Mother Tongue

	English		French		Other	
	Number	%	Number	%	Number	%
1. Birthdate ¹						
Before 1921	9,358	44.6	299	39.4	1,145	39.3
1921 - 1935	6,369	30.4	238	31.4	1,185	40.7
1936 or later	5,241	25.0	221	29.2	582	20.0
Total	20,968	100.0	758	100.0	2,912	100.0
2. Level of Education ¹						
Primary	2,773	13.3	250	32.6	402	13.8
High School	13,453	64.4	321	41.9	1,463	50.4
Techn. or business	1,492	7.1	70	9.1	291	10.0
University	2,163	10.4	93	12.1	502	17.3
Other profess.degree	996	4.8	32	4.3	246	8.5
Total	20,877	100.0	766	100.0	2,904	100.0
3. Date of entry into civil service						
Before 1948	2,521	12.0	51	9.7	23	0.8
1948 - 1953	3,126	14.9	74	14.0	378	12.9
1954 - 1959	6,337	30.1	139	26.3	1,072	36.7
1960 or later	9,040	43.0	263	50.0	1,452	49.6
Total	21,024	100.0	527	100.0	2,925	100.0
4. Salary ¹						
Less than \$6,000	16,398	77.6	651	84.9	2,457	83.7
\$6,000 - \$9,999	3,065	14.5	70	9.1	350	11.9
\$10,000 or more	1,679	7.9	46	6.0	128	4.4
Total	21,131	100.0	767	100.0	2,935	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

Another marked difference among the three groups is their educational backgrounds. Those of French mother tongue have the least education, as a group - almost one-third having only primary schooling¹ - and those of Other mother tongue are the most highly educated, 17 per cent having university education, and 8.5 per cent having some other professional degree. The kind of university degrees taken by the three groups are also quite different. One-quarter of those of Other mother tongue have studied law or medicine, and almost one-half have studied science or engineering. Those of French mother tongue (again, the responses are incomplete) have concentrated on the humanities. The civil servants of English mother tongue are between these two extremes.

1. It is probably unnecessary to remark that as most of those of French mother tongue were educated in Ontario, their access to high school in French would have been limited.

Table 4.7.Geographic Distribution of Civil Servants,
by Mother Tongue

	English		French		Other	
	Number	%	Number	%	Number	%
1. By Zone ¹						
Zone 1	6,125	28.9	114	14.8	660	22.4
Zone 2	7,542	35.6	124	16.2	1,658	56.4
Zone 3	3,331	15.7	41	5.3	196	6.7
Zone 4	562	2.7	85	11.1	43	1.5
Zone 5	3,629	17.1	404	52.6	383	13.0
Total	21,189	100.0	768	100.0	2,940	100.0
2. By size of community						
Less than 10,000	5,732	27.4	209	40.4	247	8.5
10,000 - 50,000	5,656	27.0	167	32.2	636	21.9
Over 50,000 ²	9,551	45.6	141	27.3	2,026	69.6
Total	20,939	100.0	517	100.0	2,909	100.0

Civil servants of the three mother-tongue groups are distributed throughout the province in different patterns. Once again, the distribution of those of Other mother tongue probably reflects immigrant movements: over half are in Zone 2 (Metropolitan Toronto and adjoining areas) and 70 per cent are in cities of 50,000 or more. Those of English mother tongue are distributed throughout the

1. Respondents of French mother tongue who answered the questionnaire in French are included.

2. Including Metropolitan Toronto.

province, with the largest group (35.6 per cent) in Zone 2; not quite half are in the larger cities of 50,000 or more. Civil servants of French mother tongue are extremely different in their distribution: over half are in the north (Zone 5) and 40 per cent are in small centres of less than 10,000 population.¹

The only available indicator for studying the career patterns of the three mother-tongue groups is current salary. It would, of course, be desirable to have additional indicators of level, occupation or function. In the class of persons earning less than \$6,000 annually there are 8,105 - 42.6 per cent - who are over 45 years of age and must have very limited potential for career development; there are also 5,313 persons - 27.9 per cent - who are under 31, some of whom will advance and some not. In the group earning between \$6,000 and \$10,000 annually, 48.1 per cent are over 45 and may be at the peak of their careers; 17.0 per cent are under 31 and may have still a long way to go. In the group earning \$10,000 or over, 49.2 per cent are over 45 and 2.9 per cent are under 31;

1. The respondents who answered in French are not included in the distribution of civil servants by size of community. More than half of those not included are located in Zone 5, however, and only 5 per cent in Zone 2, and it seems likely that the inclusion of these respondents would accentuate the smaller-centre concentration of civil servants of French mother tongue.

while all in this salary range could be considered on the upper level, they must be following quite different career patterns. A comparison of the educational attainments of the different age groups makes this clear: one-fifth of the civil servants over 45 have only primary school education, and for some at least, this was no barrier to career development, but among those under 31 it is rare to find people with such limited schooling and it is probably safe to predict that they will not advance very far. A study of groups distinguished by salary alone obscures some of the characteristics of the various career streams, and this problem seems to arise particularly with the group of civil servants earning between \$6,000 and \$10,000 annually, who in some respects resemble the salary class above them, and in some respects the salary class below.

IV.3. Civil Servants of English Mother Tongue

Since persons of English mother tongue constitute 85.1 per cent of the civil service, according to the weighted sample, a picture of them is to a very considerable extent a picture of the Ontario civil service. Table 4.8 sets out some of their characteristic, by

salary class. As might be expected, the table shows a close relation between salary on the one hand and educational level, sex, father's occupation and civil servant's occupation¹ on the other. Date of entry is of some significance; those earning less than \$6,000 annually are of more recent entry, as a group, than those earning \$6,000 or more, who are distributed almost equally among the four time-periods used. Once one has got past the age of 30, age does not appear to be a significant factor. Indeed, if persons under 31 are excluded from the tabulation the group earning \$10,000 or more annually is younger in composition than the two salary groups below it. Possibly the Ontario Government relies on a heavy inflow of young and inexperienced (and quite mobile) persons to fill its lower-paid jobs; if this is so, a natural result would be a heavy outflow from the same group as they look for better salary and career prospects and a permanent niche.

1. The only indicator of this is 'First full-time job on leaving school'; see Appendix I, Questionnaire, Q. 17.

Table 4.8.

Civil Servants of English Mother Tongue:
Certain Characteristics, by Salary Class

	Under \$6,000		\$6,000-\$9,999		\$10,000 or more	
	<u>No.</u>	<u>%</u>	<u>No.</u>	<u>%</u>	<u>No.</u>	<u>%</u>
<u>Level of Education</u>						
Primary	2,570	15.9	150	5.0	53	3.2
High School	11,619	71.7	1,583	52.3	251	15.2
Technical or business	1,164	7.2	300	9.9	28	1.7
University	343	2.1	692	22.9	1,128	68.2
Other professional degree	502	3.1	300	9.9	194	11.7
Total	16,198	100.0	3,025	100.0	1,654	100.0
<u>Date of Entry</u>						
Before 1948	1,474	9.0	692	22.8	355	21.2
1948 - 1953	2,176	13.3	591	19.4	359	21.5
1954 - 1959	4,981	30.6	881	28.9	475	28.4
1960 or later	7,676	47.1	881	28.9	483	28.9
Total	16,307	100.0	3,045	100.0	1,672	100.0
<u>Sex</u>						
Male	9,619	59.3	2,584	84.9	1,520	92.0
Female	6,589	40.7	461	15.1	133	8.0
Total	16,208	100.0	3,045	100.0	1,653	100.0
<u>Father's Occupation¹</u>						
Managerial, clerical, sales	2,807	17.3	771	25.4	456	27.2
Professional	801	4.9	292	9.6	275	16.4
Unskilled labourer, farm-worker	1,906	11.8	210	6.9	85	5.1
Technical, farm-owner, Other	10,694	66.0	1,761	58.0	859	51.3
Total	16,208	100.0	3,034	99.9	1,675	100.0
<u>First job on leaving school¹</u>						
Clerical	4,363	27.0	601	19.7	160	9.6
Technical	2,428	15.0	670	22.0	138	8.3
Labour	2,223	13.8	201	6.6	56	3.4
Teaching	1,112	6.9	882	29.0	1,062	63.9
Other	6,031	37.3	691	22.7	246	14.8
Total	16,157	100.0	3,045	100.0	1,662	100.0

1. For wording of these questions, see Appendix I, Questionnaire, Q. 5 and 17.

In the extent of their work experience outside the civil service, the three salary classes are much alike, with 80 per cent or more having some outside work experience (persons earning between \$6,000 and \$10,000 having a little less than the other two groups). Of those who have worked elsewhere, about three-quarters had done so for five years or more. Distinctive features of the civil service are the high proportion of university graduates in the upper income groups, and the marked dominance of teachers, especially in the highest income group.

Civil servants of the three income classes applied for their civil service jobs in different ways and for different reasons. For persons in the upper income groups, it was the type of work offered that drew them to the service; for persons earning less than \$6,000, job security and a variety of other reasons were more important. Those now earning a high salary were much more likely to have applied for a specific job instead of making a general application for work. Nine-tenths of those earning \$10,000 or more had made their application direct to the department, rather than through the Civil Service Commission; eight-tenths of those earning less than \$6,000 had done so.¹

1. The difference in method of application may be attributable to difference in dates of entry: as was noted in Chapter II, recruitment through the Civil Service Commission has been increased since the institution of 'centralized recruiting' in 1961.

The higher-paid civil servants are thus rather different from the lower-paid even before they enter the civil service - they have more education, they come from slightly different family backgrounds, they are male, and while they are equally likely to have previous work experience, it is work of a different kind. They are more likely to have a particular job in mind, and it is the job that interests them.

IV.4. Civil Servants earning less than \$6,000,
of all Mother Tongues

At this point it is convenient to compare the three mother-tongue groups within each salary class, using two salary classes: under \$6,000 annually, and \$6,000 or over annually. The same sorts of differences that appear between these two salary classes among civil servants of English mother tongue appear between the salary classes among those of other mother tongue. In some instances the difference is not so great, and in some it is much greater - among those of French mother tongue, for example, the educational gap between the two income classes is much more extreme. But there are also certain differences, within each salary class, among the three mother tongue groups. Table 4.9 illustrates some of the similarities

and differences for persons earning less than \$6,000 annually. The civil servants of English mother tongue (who constitute 84.0 per cent of the salary class) are somewhat older than the civil servants of another mother tongue. A majority of them have some degree of high school education, and 87.6 per cent have either primary or high school education. Those of French mother tongue (3.4 per cent of the class) are extremely uneducated in comparison with the two other groups, almost 40 per cent having only primary schooling. Although those of French mother tongue appear to have been slightly more exposed to some kind of in-service training, their personal interest in further study would seem almost non-existent; only 6.7 per cent reported having taken any courses related to their work while in the civil service. They are of recent entry into the civil service - half have entered since 1959, and three-quarters since 1953 - but civil servants of Other mother tongue are of even more recent entry - 53.2 per cent since 1959 and 88.9 per cent since 1953 - and have shown a considerable interest in improving their qualifications, according to their own reports. Taking into consideration the location of those of French mother tongue¹ (primarily in the north, and in small population centres), the departments in which they work¹

1. Information on location and department refers to all civil servants of French mother tongue without distinction of salary.

Table 4.9.

Selected Characteristics of Civil Servants earning less than \$6,000 annually,
by Mother Tongue

- percentages -

<u>Level of Education</u>	<u>Primary</u>	<u>High School</u>	<u>Techn.-or business</u>	<u>Univer- sity</u>	<u>Other prof. degree</u>	<u>Total</u>
English mother tongue	15.9	71.7	7.2	2.1	3.1	100.0
French mother tongue*	38.5	46.2	9.2	1.5	4.6	100.0
Other mother tongue	16.6	57.8	9.1	9.6	7.0	100.0
<u>Birthdate</u>	<u>Before 1921</u>	<u>1921-35</u>	<u>1936 or later</u>			
English mother tongue	43.3	28.0	28.7			100.0
French mother tongue*	39.0	29.8	31.2			100.0
Other mother tongue	39.1	38.3	22.6			100.0
<u>Father's occupation</u>	<u>Managerial, clerical, sales</u>	<u>Profes- sional</u>	<u>Unskilled labour</u>	<u>Technical, farm-owner, other</u>		
English mother tongue	17.3	4.9	11.8	66.0		100.0
French mother tongue	13.2	0.0	17.4	69.4		100.0
Other mother tongue	14.9	9.4	11.1	64.5		100.0
<u>Courses taken during employ:</u>	<u>Government-sponsored</u>	<u>No</u>	<u>Total</u>	<u>On Personal Initiative</u>	<u>Total</u>	
English mother tongue	29.9	70.1	100.0	Yes	No	
French mother tongue	39.9	60.1	100.0	22.8	77.2	100.0
Other mother tongue	33.9	66.1	100.0	6.7	93.3	100.0
				24.8	75.2	100.0
<u>Most important factor in last change of position within the service:</u>	<u>Level of res- ponsibility</u>	<u>Type of work</u>	<u>Salary</u>	<u>Other change</u>		
English mother tongue	37.5	27.0	18.0	17.5		100.0
French mother tongue	56.3	25.0	18.7	0.0		100.0
Other mother tongue	32.4	31.4	17.5	18.7		100.0

* Respondents who answered in French are included

(almost one-third are in Highways and Lands and Forests), and the type of work which they do (a high proportion started in technical or labouring work), it seems likely that they have in fact no career prospects in which education would be an asset. Moreover, the civil servants of French mother tongue who are in the upper income group are extremely highly educated, compared to all other groups; there is no way in which the lower-paid civil servants of French mother tongue could join them.

In contrast, the civil servants of Other mother tongue who are earning less than \$6,000 annually are relatively well-educated (compared to both the English and the French-mother-tongue groups), are a little older than those of French mother tongue (in both groups, 61 per cent are under 45, but two-thirds of those of Other mother tongue are in the range of 31 to 44 years of age), and have had slightly more experience in other jobs. A larger proportion of them began as teachers. It is probable, therefore, that their career outlook is rather different from that of the civil servants of French mother tongue.

IV.5. Civil Servants earning \$6,000 or more,
of all Mother Tongues

Differences among the three mother-tongue groups are more marked in the higher-income class than in the lower-income class. Persons of English mother tongue form 88.8 per cent of civil servants earning \$6,000 or more annually, according to the weighted sample (and 90.6 per cent of those earning \$10,000 or more), and are in a sense the norm to which the two other mother tongue groups can be compared.

It is at once apparent that those whose mother tongue is not English are much more highly educated than those whose mother tongue is English. Over seven-tenths of those with French mother tongue have university degrees, and (according to the incomplete returns) almost two-thirds of the university graduates studied the humanities. Half of the civil servants of French mother tongue who are earning \$6,000 or more began their careers as teachers (again using incomplete returns)¹. On the basis of what is admittedly fragmentary evidence statistically, it

1. The only complete tabulations for civil servants of French mother tongue - i.e., including those who answered the questionnaire in French - are those relating current salary to level of education and to date of birth.

Table 4.10.

Selected Characteristics of Civil Servants earning \$6,000 or more annually,
by mother tongue

- percentages -

<u>Level of Education</u>	<u>Primary</u>	<u>High School</u>	<u>Technical, business</u>	<u>University</u>	<u>Other prof. degree</u>	<u>Total</u>
English mother tongue	4.3	39.2	7.0	38.9	10.6	100.0
French mother tongue*	0.0	18.3	8.7	72.2	0.8	100.0
Other mother tongue	0.0	12.6	14.9	56.6	15.9	100.0
<u>Birthdate</u>	<u>Before 1921</u>	<u>1921-35</u>	<u>1936 or later</u>			
English mother tongue	49.3	38.4	12.3			100.0
French mother tongue*	41.4	40.5	18.1			100.0
Other mother tongue	40.0	53.4	6.6			100.0
<u>Date of Entry</u>	<u>Before 1948</u>	<u>1948-53</u>	<u>1954-59</u>	<u>1960 or later</u>		
English mother tongue	22.2	20.1	28.8	28.9		100.0
Other mother tongue	2.7	14.2	51.9	31.2		100.0
<u>Kind of application made initially</u>	<u>a. To Civil Service Comm.</u>	<u>To department</u>	<u>Total</u>	<u>b. For specific job</u>	<u>A general application</u>	
English mother tongue	14.9	85.1	100.0	76.9	23.1	100.0
Other mother tongue	25.2	74.8	100.0	64.8	35.2	100.0
<u>Other Work Experience</u>	<u>a. Some</u>	<u>None</u>	<u>Total</u>	<u>b. In another civil service</u>	<u>Not in another civil service</u>	
English mother tongue	81.6	18.4	100.0	22.3	77.7	100.0
Other mother tongue	95.8	4.2	100.0	44.6	55.4	100.0
<u>Kind of work in first job</u>	<u>Clerical</u>	<u>Technical</u>	<u>Labour</u>	<u>Teaching</u>	<u>Other</u>	
English mother tongue	16.2	17.2	5.4	41.3	19.9	100.0
Other mother tongue	7.3	19.1	4.5	60.9	8.2	100.0

* Respondents who answered in French are included. In the subsequent tabulations persons of French mother tongue are omitted altogether, since inability to use the replies of those who answered in French means the loss of 43.1 per cent of the respondents and would make the tabulations misleading.

seems clear that the role of the person of French mother tongue in the civil service is quite different from the role of persons of other mother tongue. It has been noted that an unbridgeable educational gap exists between the lower-paid and the higher-paid of French mother tongue; it is significant also that among civil servants of French mother tongue there appears to be almost no class of 'juniors' or general-purpose civil servants in the intermediate salary ranks. Most of the people now earning \$10,000 or more began in the civil service at a lower salary (less than 1 per cent of the civil service entered at an initial salary of \$10,000 or more) and the group earning between \$6,000 and \$10,000 would be considered a natural source of candidates for promotion. Among civil servants of English mother tongue, there are 1.84 persons earning between \$6,000 and \$10,000 for each person earning \$10,000 or more; among civil servants of Other mother tongue the ratio is 2.73 to 1. Among those whose mother tongue is French, however, the ratio is 1.52 to 1. Over half of those with French mother tongue who are earning between \$6,000 and \$10,000 are university graduates. It seems probable, therefore (although only a speculation) that persons of French mother tongue enter the civil service

when already specialists and highly trained, and that they enter (at a relatively high level) in order to do specialized work rather than in order to join the general administrative class. It seems probable also that in general, their knowledge of French is one of their special assets¹.

There is nothing to suggest that persons of Other mother tongue (that is, neither English nor French) are, as a group, filling a special role in the civil service. They do, however, have distinctive characteristics which set them apart from civil servants of another mother tongue. Like those of French mother tongue, they are highly educated, but while the French-speaking are students of the humanities, the civil servants of Other mother tongue are in other professions - half in science or engineering, one-quarter in the social sciences, and one-quarter in law or medicine. Sixty per cent of those of Other mother tongue started their working lives as teachers. (This is comparable to the experience of those of French mother tongue, and a much higher proportion than in those of English mother tongue.)

1. No attempt is made to speculate on whether this apparent special role for civil servants of French mother tongue has been created by the Ontario Government or has been created by those of French mother tongue.

Over 40 per cent have at some time worked in another civil service, and this is another distinctive characteristic. What is particularly interesting in civil servants of this group is that over half entered the civil service between 1954 and 1959, over half are aged between 30 and 45, and they have had appreciably more work experience outside the Ontario civil service than their colleagues of English mother tongue. It would appear that in the mid-fifties a large group of young but experienced and well-trained persons, of neither French nor English mother tongue, was drawn into the Ontario civil service. Eighty-seven per cent of those civil servants of Other mother tongue who attended university did so outside Canada; 92 per cent of those who studied law or medicine were outside Canada at the time. Since it has already been noted that most of those of Other mother tongue appear to have immigrated to Canada, it is also pertinent to note that the civil service is probably more hospitable to immigrants of the professional class than is society at large. One of the objects of professional associations is to bar entry to persons who have been trained in other countries, but the civil service is sufficiently large to be able to provide the residency or intern or supervision requirements imposed by professional associations upon such

persons. Mental hospitals, for example, can employ foreign-trained doctors who are not licensed to practice in Ontario, and it is said that the Department of Health (which is one of the four departments which have the lowest proportion of civil servants whose mother tongue is English) draws largely on this resource.

IV.6. Departmental Policies

The personnel policy of the Ontario Government is to employ staff on the basis of merit alone; ethnic, religious, political, or other such personal characteristics are not considered a component of merit. Within the limits of the classification system, and subject to the increasing influence in recent years of what might be called formalized personnel techniques (examinations, selection boards, etcetera), each department is autonomous in its personnel policy. Evidences of this are the unimportance of inter-departmental transfers, and the lack of any system for developing a general administrative class of civil servants (apart from the new and very small Administrative Trainee program). If there is in effect any policy regarding the employment and promotion of different ethnic groups, it is in each individual department that evidence must be sought (and a very possible result would be the discovery of at least 20 different policies). No departmental

representatives were asked to express a departmental policy on this point and if asked, none could have been expected to give any answer other than the Government's general policy. A comparison of the departments can be made in certain respects, based on their grouping according to their mother tongue composition (as shown in the weighted sample)¹. Employees in the departments with a relatively large proportion non-English in mother tongue have been more exposed to formal processes - advertisements, selection boards, examinations, in-service training, and so forth - than employees in the other departments. They are also, however, of more recent entry into the civil service, and have less outside work experience as a group than do employees in the other departments. It was observed from Table 4.5. that the entry of the first considerable group of persons of Other mother tongue into the civil service was in 1954-1959 - that is, the period when the Ontario civil service began to expand after some years of stability. Before that time, too, the role of government in Ontario

1. The range shown by the weighted sample is from 100 per cent of English mother tongue (the Departments of the Prime Minister and of University Affairs) to 72 per cent of English mother tongue (the Departments of Public Works and of the Provincial Secretary). Just over half of the civil service is reported as being in departments which are from 85 to 95 per cent English in mother tongue; just under half are in departments ranging from 72 to 85 per cent English.

was more limited and more negative than it is now; the role of civil servants, as well as their backgrounds and qualifications, must have been different. Twenty-six per cent of the civil servants represented in the weighted sample entered the service before 1954, and its composition by mother tongue bears a closer relation to the Ontario population composition of 1951 than to that of 1961. The underrepresentation of persons of French mother tongue is marked, however, even in this comparison.

Table 4.11.

Civil Service and Ontario Population,

by Mother Tongue

- percentages -

	English mother tongue	French mother tongue	Other mother tongue	Total
Ontario Population, 1951	81.7	7.4	10.9	100.0
Civil Service, 1966 ¹	85.1	3.1	11.8	100.0
Ontario Population, 1961	77.5	6.8	15.6	99.9

-
1. Including the respondents of French mother tongue who answered the questionnaire in French.

Those departments which have a relatively high proportion of civil servants of French mother tongue are not, generally speaking, the departments which have a relatively high proportion of civil servants of Other mother tongue. There are two exceptions; the Departments of Health and Public Welfare have relatively large groups of both. While it is true that each department must be considered separately for a realistic view of its personnel policy, it would be unwise to treat the weighted data from the sample by individual department; the frequencies are in most instances too small and the inability to use the responses in French increases the uncertainty. The departments are therefore grouped into four categories, according to their proportions of employees who are English by mother tongue, French by mother tongue, or Other. (The categories can be loosely described for conveniences as English, English-Other, French-Other, and English-French. In no category is the proportion of persons whose mother tongue is English lower than 81.8 per cent).

Table 4.12.Departments grouped by Mother tongue Composition¹

	<u>Total</u>	<u>English</u>	<u>French</u>	<u>Other</u>
Group 1: Low proportion of French mother tongue; low proportion of Other mother tongue	3,569 100.0	3,307 92.7	51 1.4	211 5.9
Group 2: Low proportion of French mother tongue; high proportion of Other mother tongue	7,174 100.0	6,044 84.2	170 2.4	960 13.4
Group 3: High proportion of French mother tongue; high proportion of Other mother tongue	9,434 100.0	7,720 81.8	293 3.1	1,421 15.1
Group 4: High proportion of French mother tongue; low proportion of Other mother tongue	4,651 100.0	4,059 87.3	254 5.4	338 7.3

Seventy-one per cent of the civil servants of French mother tongue are in Groups 3 and 4 (with a high proportion of French), which account for 57 per cent of the civil service. Eighty-one per cent of the civil servants of Other mother tongue are in Groups 2 and 3 (with a high proportion of Other), which account for 67 per cent of the civil

1. Including the respondents of French mother tongue who answered the questionnaire in French.

service¹. Persons of French mother tongue appear to be more dispersed than persons of Other mother tongue.

Grouping the departments in this way obscures some very important differences. It combines in one group four central agencies (three of them small and relatively highly educated) with the Departments of Labour and Highways, which are both service departments but of a very different sort, and as Highways is by far the largest department in this group its characteristics dominate. In Group 1 it combines University Affairs and the Department of the Prime Minister - both very small departments with all their staff in Toronto - with Mines and Energy and Resources Management - alike in some respects - and with Treasury, Reform Institutions and the Department of the Attorney-General, which are alike only in having staff located throughout the province and in having contacts with a wide variety of clients. Undesirable as this grouping is in some respects, however, it casts some light on departmental characteristics as they relate to the careers of the civil servants employed in them.

1. The groups are constituted as follows: Group 1: Attorney-General, Mines, Reform Institutions, Tourism and Information, Treasury, Energy and Resources Management, University Affairs, and the Department of the Prime Minister. Group 2: Civil Service, Economics and Development, Highways, Labour, the Provincial Secretary and Minister of Citizenship, and Public Works. Group 3: Health, Public Welfare. Group 4: Agriculture and Food, Education, Lands and Forest, Municipal Affairs, Transport.

Group 4 is the most homogeneous of the four groups; its five departments are providing immediate services to the public (although in some instances to special sectors of the public) and it brings the services to where the public is. This undoubtedly accounts for its relatively high concentration in the medium-sized and smaller centres of Ontario, and its relatively low concentration of staff in Toronto. Employees in Group 4 have changed position and community often, but have very seldom moved from one department to another, probably because of the degree of specialization of their work. Thirty per cent have university or other degrees, which is a strikingly high proportion; almost half studied science or engineering and approximately one-third studied the humanities. (This split results from the difference in programs: Agriculture, Lands and Forests and Transport on the one hand, and Education and Municipal Affairs on the other.) Their work brings the staff of these departments into much closer contact with the public than any other group experiences, into closer contact with municipalities, and into relatively close contact with other agencies of the Ontario Government. Group 4 has the highest proportion of employees earning \$6,000 or more annually, and is least inclined to find salary the least satisfactory aspect of employment by

Ontario. (Although even so, salary was the most common choice of Group 4 employees selecting the least satisfactory aspect of their jobs.) Group 4 ranks highest in its proportion of staff who entered the public service because they were attracted by the type of work, and highest in its proportion of staff who are members of professional associations - both of these being related to the specialized work and qualifications required. Group 4 is, in a sense, the elite of the civil service, although it contains none of the central agencies which are usually considered the elite group. It is distinctly more Canadian than any of the other groups, judging by the location in which its employees attended school - only 10 per cent took their primary and secondary schooling outside Canada. Group 4 is the 'English-French' group: while it is high in its proportion of staff whose mother tongue is English, it has also the highest proportion with French mother tongue, and the lowest proportion of other mother tongues.¹ Group 4 includes most of the departments which deliberately seek French-speaking employees for certain positions, and all

1. The respondents who answered in French could not be included in this analysis, but their inclusion would accentuate the distinctive characteristics of Group 4.

Table 4.13.

Selected Characteristics of Departments Grouped by Mother Tongue Composition.

<u>Employee Characteristics</u>	<u>Ranks Highest</u>	<u>Ranks Second</u>	<u>Ranks Third</u>	<u>Ranks Lowest</u>
Experiences outside civil service	Group 2	Group 4	Group 3	Group 1
Most recent entry into service	Groups 1 & 3	Group 4	Group 2	
Proportion educated in Canada	Group 4	Group 2	Groups 1 & 3	
Proportion of older employees	Group 3	Group 1	Group 4	Group 2
Entered because of type of work	Group 4	Group 1	Group 4	Group 2
Membership in professional associations	Group 4	Group 3	Groups 1 & 2	
Find salary unsatisfactory	Group 2	Group 3	Groups 4 & 1	
<u>Departmental Characteristics</u>				
Proportion earning \$6,000 or more	Group 4	Group 1	Group 2	Group 3
Interdepartmental mobility	Groups 1 & 2	Groups 3 & 4		
Inter-community mobility	Group 4	Group 2	Group 1	Group 3
Position mobility*	Group 2	Group 4	Group 1	Group 3
In frequent contact with municipalities	Group 4	Group 1	Group 2	Group 3
In frequent contact with the public	Group 4	Group 1	Group 2	Group 3
In frequent contact with other Ontario agencies	Group 1	Group 4	Group 2	Group 3
Concentration of staff in Toronto	Group 1	Group 2	Group 4	Group 3
Concentration of staff in centres of less than 50,000	Group 3	Group 4	Group 2	Group 1
Use of French at work	Group 4	Group 1	Group 3	Group 2

*i.e., the group with the largest proportion of staff who have held more than one position in the Ontario civil service.

of those departments which reportedly seek French-speaking employees of French background in order to increase their acceptability to the public.

Group 3 has very distinctive characteristics also, although it must be admitted that they are largely the characteristics of the Department of Health, which outnumbered the other department in the group -- Public Welfare -- by 17½ to 1. Its most distinctive characteristics are its isolation from contacts with either the public or other government agencies; its immobility in terms of communities, positions and changes of department; and the degree of its dispersion in the medium and small population centres. Group 3 has a high proportion of employees with only primary or high school education, but a high proportion also of employees with some professional degree. Almost half of those who reported on their field of education in university were in law or medicine, presumably medicine. Almost half of the total staff in Group 3 have entered the public service since 1959, but most have had some work experience outside the civil service, and in fact Group 3 has a higher proportion of older employees than any other group. In aggregate, its employees are strikingly low-paid -- only 9 per cent earn as much as \$6,000 annually.

In these characteristics, Group 3 reflects the Department of Health -- over 90 per cent of its employees working in institutions, the bulk of them paid relatively little and very stable in certain characteristics (30 per cent entered the civil service because it offered job security; a relatively high proportion entered because of the location of the work). A very small proportion of the staff is well-paid, professionally educated, and interested in maintaining professional connections. Group 3 is the 'French-Other' group: it has the highest proportion of Other mother tongue, and a relatively high representation of persons of French mother tongue. One-quarter of its employees received their primary and secondary education chiefly outside Canada.

The departments in Group 2 -- the "English-Other" group -- consist of two extremes: three small departments are located in Toronto and staffed by well-educated employees, and two larger departments have relatively uneducated employees scattered throughout the province. As a group, the six departments have the lowest level of education despite the high proportion of university graduates in Economics and Development (which ranks in this respect above all other departments) and in the Department of Civil

Service; these are outweighed by the Department of Highways. Group 2 employees are considerably younger than others, and had less work experience before entering the civil service; a very large proportion entered between 1954 and 1959. Group 2 employees are extremely dissatisfied with their salaries and perhaps with some reason, since 77 per cent earn less than \$6,000. Twenty-eight per cent joined the civil service in search of job security but they have demonstrated great mobility, changing communities, positions and even departments relatively often. They are almost as isolated from contact with the public, with municipalities, and with other government agencies as are Group 3 employees. Group 2 has its greatest concentrations in Toronto (43 per cent) and in communities of less than 10,000 population (28 per cent); this reflects the opposition of the Department of Highways and the small central agencies in Toronto. What they have in common, however, is a high proportion of employees of Other mother tongue and a relatively low proportion of French mother tongue.

Group 1 combines departments of disparate size and function which have a higher proportion of staff of English mother tongue than any other department -- almost 93 per cent. It ranks as high as Group 3, however, in the proportion of employees whose primary and secondary schooling

was outside Canada -- 24 per cent. Over half of the staff have entered since 1959, but they are older than the staff of the other groups (except for Group 3) and they have had more work experience outside the civil service. They entered because the type of work attracted them and they have been relatively mobile since entry. They are almost as well-paid as Group 4 employees, and have almost as well-developed contacts with the public and with municipalities. Their contacts with other agencies of the Ontario Government are greater than those of any other group. Almost half are located in Toronto.

Groups 1 and 2 are equally unlikely to make use of any language other than English in their work -- only about 11 per cent ever do so -- but when they do, Group 1 tends to use French and Group 2 to use other languages. Groups 3 and 4 make slightly more use of languages other than English, but again there is a difference -- less than half of those in Group 3 who use another language use French, while over three-quarters in Group 4 use French. Differences in the use of languages are examined, from a different aspect, in Chapter V.

CHAPTER V

Language Use in the Government of Ontario

V.1. The Official Status of Languages in Ontario*

There are few Ontario statutes which make any explicit reference to language.** The Judicature Act, first passed in 1881, requires that writs, pleadings and proceedings in all courts must be in English only (and various statutes relating to the judicial system provide for the use of interpreters in court when necessary). The Reciprocal Enforcement of Maintenance Orders Act provides that judgements translated shall be deemed in the English language. The Mining Amendment Act requires certain types of mine employees to have a sufficient knowledge of English for their work. The Corporations Act was amended in 1964 to permit limited companies (previously required to have the word 'Limited' as part of their name) to use their names in such language as their letters patent or supplementary letters patent provide. The statutes themselves are, of course, in English, although very recently French versions of a number of statutes have been prepared. The 1965 statute

* In this chapter the respondents who answered the questionnaire in French and are of French mother tongue are included, unless it is otherwise stated.

** See The Law of Languages in Canada, C.A. Sheppard, Royal Commission on Bilingualism and Biculturalism, 1966, chapters 4 and 13 particularly.

establishing the University of Ottawa as a non-denominational institution was translated into French, for example, at the request of the University authorities, but this was with the explicit understanding that the French version has no legal status.

Statements on the legal status of language in Ontario are not very common, but indicate the monopoly of English. The Clerk of the Legislative Assembly has given it as his opinion* that English only may be spoken in the Legislature, basing this on the Rules of the House of Commons of the United Kingdom, on Section 133 of the British North America Act, and on the opinion of a former Clerk of the Legislature. English is in fact used for all debates, although occasionally some remarks are made in French - either in the two major debates of the session or, when appropriate, on the introduction of a private bill - without objection being raised. The Deputy Registrar-General, when faced once with a request for a French form on which to register a birth, replied (with the support of the Department of the Attorney-General) that English is the official language of the province and that he is

* See The Law of Languages in Canada, C.A. Sheppard, Royal Commission on Bilingualism and Biculturalism, 1966, chapters 4 and 13 particularly.

under no obligation to furnish French versions of the official forms.* All official application forms, licences, permits and other official documents are in English exclusively, as are all internal papers within the government.**

The legality of using languages other than English has been discussed quite frequently in the Legislature and in departmental business, and the official statements on this point have a guarded sound. A number of statutes contain requirements for the posting of certain notices or signs - on roads, for example, or in hotels - and while English is not specifically required, the text of the notices appears in the statutes or schedules in English. The question has arisen, then, whether French can be used instead of or in addition to English on such signs. In a recent instance a Member of the Legislature asked during a review of the Transport estimates whether this matter

* From an interview with the Deputy Registrar-General.

** There are two exceptions to this rule. One is that documents circulated to the Advisory Committee on Confederation are in either English or French depending on their origin; members of the Committee are not public servants and this is hardly a significant exception. The other instance in which something other than English appears on internal paper is the statistical returns prepared annually by school inspectors on schools within their areas: the inspectors of bilingual schools use French-language forms for this purpose.

had been resolved in respect of traffic signs erected by municipalities. The Minister, quoting the regulation which defines a Stop sign, said in answer: "The question is, can it have the word 'Arrêt' as well as the word 'Stop'?... Now I think we have seen plenty of instances where we have had signs erected with an added word on them, and I do not think there would be any objection to doing this."* A closely related question is that of municipal records: the Department of Municipal Affairs acts on the understanding that all municipal records must be in English (to permit their use in court proceedings) although this is nowhere a statutory requirement. Interested municipalities are advised that they may also keep a set of records in French if they wish to do so.

While English is clearly considered the official language of the province, the government's attitude toward providing services for people who do not speak English is a moderately accommodating one. The Provincial Secretary and Minister of Citizenship, speaking in the Committee of Supply in the 1966 Session, said: "I accept as government policy of this administration that no person need ever

* Debates, Ontario Legislature, May 20, 1966, page 4034.

be aggrieved, need ever be deprived of any right or any privilege or anything which any one of his co-citizens is entitled to by reason of not being able to communicate in a language which will make him and his problem understood. Any such person appearing on the scene in any department of this government will have his wants attended to completely and fully."*

V.2. Departmental Practices in Language Use

A representative of each department and of two other agencies of the Ontario Government was interviewed to ascertain departmental policies and practices in the use of languages other than English. The survey was neither detailed nor entirely comprehensive, because of the limited sample: each officer in a department has an individual view of the department's policy and practice, while those located in Toronto (that is, all those interviewed) are often unfamiliar with the detail of field and regional practices.

The policy statements of the departmental representatives regarding services for people who do not speak English ranges from 'English only', or 'No policy' (which

* Debates, Ontario Legislature, 1966 Session, page 3309.

usually amounts to the same thing) to 'Make great efforts to reach the public in their own language' and 'Understand the public whatever language they speak'. Most departments do meet other languages in some part of their work. The major reason for this is that Ontario is a linguistically mixed province: 22.48 per cent of Ontario residents at the time of the 1961 census - that is 1,401,469 persons - reported that their mother tongue was a language other than English. Although many of these persons have acquired a fluent command of English, many have only a limited knowledge or no knowledge of it. One other possible source of departmental contacts with other languages is departmental dealings with governments of another language (Canadian or external) and another is departmental programs carried on in other countries.

The general conclusion which emerged from the departmental interviews was that the concessions made to other languages by the Ontario Government are determined by the kind of contact involved - whether personal or written - and by the kind of person involved in the contact - whether the general public, business organizations, or other governments. Table 5.1(1) shows the kind of contacts in which the Ontario Government is least likely to make use of languages other than English - contacts with business

Table 5.1 Written Use of Languages other than English in the Government of Ontario (1)
(only the exceptional instances, where English is not the only language used, are noted)

Agency	Communications with Businesses		Communications with other Governments	
	Forms, etcetera	Letters	Forms, etcetera	Letters
Agriculture and Food	----	----	----	With Quebec, correspond in English or French or both.
Attorney-General	----	----	----	----
Civil Service	----	----	----	----
Economics and Development	Manufacturing census done with DBS was in French and English	Other languages used with foreign trade fairs and missions	----	Economic Planning uses some French in contacts with Quebec
Education	----	----	----	Contacts with Quebec are in French or English depending on persons involved. Material for school boards on 'francais' courses is in French. Circulars from the Ass't Superintendent of bilingual inspectors are in French. Most contact between bilingual inspectors and their school boards is in French.
Energy and Resources Management	----	----	----	----
Health	----	----	----	----
Highways	Specifications for an interprovincial bridge are in French & English	----	----	----
Labour	----	----	----	----
Lands and Forests	----	----	----	In contacts with Quebec, Quebec uses French and Ontario uses English
Liquor Control Board	----	Some letters received in French, Italian; replies in English	----	----
Mines	----	----	----	----
Municipal Affairs	----	----	----	Receives 10-12 letters yearly in French from Ottawa valley municipal officials; replies in French
Ontario Hospital Services Commission	----	----	----	----
Prime Minister	----	----	----	Some correspondence with some individuals in the Quebec Government is in French; answered in French
Provincial Secretary and Citizenship	----	----	----	----
Public Welfare	----	----	----	----
Public Works	----	----	----	----
Reform Institutions	----	----	----	----
Transport	----	----	----	----
Tourism and Information	----	----	----	----
Treasury	----	----	----	----
University Affairs	----	----	----	----

Source: Interviews with a representative or representatives of each agency listed

organizations and with other governments. It is indeed an explicit assumption that English is the language of business. In rare instances French may appear on forms or specifications for the use of business firms, but only when the federal government is an official participant (e.g. the manufacturing census, and federal-provincial bridges) and not always then. Correspondence with business firms is conducted by Ontario only in English, whether the correspondent is a Canadian or a foreign firm, with the one exception that the Department of Economics and Development, which carries out certain departmental programs in other countries, uses the language of the country for its trade offices and missions.

Contacts between Ontario and the federal government, and with eight of the other nine provincial governments, are also in English as would be expected. In contacts with Quebec, only five departments reported receiving any communications from Quebec in French rather than in English, and these are not necessarily answered in French. To a great extent, responses to Quebec are decided by the linguistic capacity of the Ontario official involved: if he does not know French he uses English as a matter of course, while if he knows French he uses it. In the

Department of Education, for example, the French-speaking staff use French in contacts with their Quebec counterparts while the English-speaking staff use English.*

In its relations with municipal governments in Ontario, and with such local institutions as hospital boards and school boards, the Ontario Government again assumes that English will be used. All forms and official materials for the use of municipalities and municipal institutions are in English only (with the exception that curriculum material prepared by the Department of Education on 'français' courses is in French). Reports, records, financial statements, and so forth, are in English. In correspondence, however, some French is used: the Department of Municipal Affairs makes a point of answering in French the relatively infrequent French letters it receives from municipal officials, while the Department of Education conducts correspondence with school boards in either French or English. Its correspondence on financial matters is almost entirely in English; correspondence between bilingual schools and the inspectors of bilingual schools is almost entirely in French. In personnel contacts these two departments also reported

* An interesting observation was that in most national organizations to which departments of governments belong, the Quebec Government apparently uses English rather than French.

using some French, the Department of Municipal Affairs to a small extent and the Department of Education to a considerable extent. The other departments of the Ontario Government, some of which have extensive contacts with municipal organizations, use only English with them.

The interviews with departmental representatives suggested that the use of languages other than English is greater in contacts with the general public than in contacts with business organizations or other governments. A distinction between written (or printed) contact and personal contact also appeared. Table 5.1(II) shows the extent to which languages other than English are used in printed materials for the general public, and Table 5.2 describes correspondence with the general public. In Table 5.1(II) four types of printed materials are distinguished: Forms and Applications, Public Notices (including advertising), Publications, and Examinations.

Only ~~one~~ department - Labour - makes use of an official form which has more than English on it. Two others, Health and Agriculture, prepare locally a few forms in French or bilingually in French and English, but these forms are only for local and temporary use. In parts of northern Ontario, for example, one can make an appointment for a chest x-ray in French. All other forms, applications, permits and certificates are in English only.

Table 5-2 (c) Written Use of Languages other than English in the Government of Ontario (II)
(Only the exceptional instances, where English is not the only language used, are noted)

Agency	Communications with the Public			
	Forms and Applications	Public Notices	Publications	Examinations
Agriculture and Food	In east and north 15-20 forms (under 10% of total) are translated into French by local staff.	---	In east and north local staff translate some material (e.g. 4-H) into French. Some French material produced by Canada or Quebec is distributed.	Examinations for dairy workers may be written in French or English.
Attorney-General	---	---	---	---
Civil Service	---	---	---	---
Economics and Development	---	Some advertising in other languages. In 1965 the Ontario Pavilion at Expo was advertised in Quebec in French.	Some foreign-language publications for use abroad are distributed in Canada.	---
Education	---	---	A small number of French publications, but these refer to French-language instruction and are not for the general public.	Most examinations for students taking instruction in French are prepared by school principals; a few by the Department.
Energy and Resources Management	---	In 1965 a series of farm-pond advertisements appeared in French and English newspapers in the appropriate language.	---	Gas-fitters' examinations must be in English but may be oral if applicant's written English is poor.
Health	In Northern Health Unit local staff translate 4-5 forms into French; one bilingual, others unilingual.	---	Northern Health Unit prepares locally some French material. Toronto issues some mimeo, public health material in 4 languages; also distributes French material from Canada. OMSIP is preparing pamphlets in French and Italian.	---
Highways	---	Some approach signs for MacDonald-Cartier Bridge in Ottawa are bilingual.	---	---
Labour	Industrial Training has 2-3 forms with more than one language.	Abstracts for posting on construction sites are in 6 languages, separately. Advertisements for French-speaking staff may be placed in Le Droit.	There are French translations of 3 acts. Seven publications are issued in a total of 10 languages.	Interpreters may be used in trade examinations. Some will likely be made available in French.
Lands and Forests	---	Some press releases are issued in French, Cree, Ojibway. Some French signs in French-speaking areas in the north.	---	---
Liquor Control Board	---	---	---	---
Mines	---	---	---	---
Municipal Affairs	---	---	---	---



<u>Agency</u>	<u>Communications with the Public Forms and Applications</u>	<u>Public Notices</u>	<u>Publications</u>	<u>Examinations</u>
Ontario Hospital Services Commission	-----	Reminder notices appear in ethnic press in 17-18 languages. Premium envelopes use 4 languages.	One pamphlet in 4 languages and another in 13. Has prepared special campaigns for certain groups, e.g. Portuguese, Italians, in Toronto.	-----
Prime Minister	-----	A number of speeches and policy statements are translated into French and distributed.	-----	-----
Provincial Secretary and Citizenship	-----	Citizenship Branch advertises English classes in 10-12 languages in ethnic press.	Issues set of booklets for immigrants in 13 languages.	-----
Public Welfare	-----	-----	Issues booklet on departmental services in French; all acts and some related information are in French.	-----
Public Works	-----	-----	-----	-----
Reform Institutions	-----	-----	-----	-----
Transport	-----	Annual notices of vehicle license expiry appear in ethnic press in several languages.	-----	Drivers' tests may be taken with interpreters. In 10 centres bilingual French-English examiners are located; in Toronto 7 languages.
Tourism and Information	-----	Advertized once in Quebec in French but had to service response in English. One historic site plaque is French-English.	Three pamphlets were produced in French but reportedly there is little demand for them. A French-English booklet on Ontario and Quebec is now being jointly produced.	-----
Treasury	-----	-----	-----	-----
University Affairs	Distributes French and English forms for Canada student aid. Forms for Ontario student aid are now only in English but will be made available in French.	-----	Brochures on student awards are now only in English but may be prepared in French also. There is a French version of the Ottawa University Act, which has no legal status.	-----

Source: Interviews with a representative or representatives of each agency listed



Six agencies reported making regular use of other languages in addition to English in their public notices and advertising, and four other agencies have made very occasional use of them. The Department of Labour prepares abstracts of legislation for public posting (on construction sites, for example) in five languages and has on occasion advertised a bilingual staff position in French. The Hospital Services Commission inserts its frequent reminders and notices about hospital insurance in the ethnic press, using 17 or 18 languages, and the Department of Transport does the same with its annual reminders of the expiry of motor vehicle licences. The Department of Lands and Forests issues some press releases in French, Cree and Ojibway as well as in English. The Citizenship Branch of the Department of the Provincial Secretary annually advertises its English classes for immigrants in ten or twelve languages in the ethnic press. The Department of the Prime Minister has a number of speeches and policy statements translated into French, particularly when they affect municipalities or school boards. These are the agencies which consistently make some use of other languages in their public notices. The Department of Economics does so occasionally, while the Departments of Energy and Resources Management and Tourism and Information each reported once using another language in advertising - French in both instances. Most

commonly this kind of notice is translated by newspaper offices, since it is felt that they produce a more idiomatic version of the text than departmental employees or commercial translators could, but these latter means are also sometimes used.

In their publications, five agencies make fairly intensive use of languages other than English and two departments make minor use of them. The Department of Labour, the Ontario Hospital Services Commission, and the Citizenship Branch of the Department of the Provincial Secretary issue several publications in a range of from four to twelve other languages. The Department of Public Welfare has very recently translated into French all the legislation it administers (with some accompanying explanatory information) and a booklet outlining departmental services. The Ontario Medical Services Insurance Plan - a branch of the Department of Health - prepared pamphlets in French and Italian as well as English. The Department of Health also prepares some mimeograph material on public health in four languages, has some in French for use in the north, and handles French posters and pamphlets produced by others - chiefly by the Department of National Health and Welfare, although it distributes at least one provided by the Ontario Junior Red Cross. The two departments which make minor use of publications in other languages are

Agriculture and Tourism and Information - the former distributes a small amount of French-language material provided by either Canada or Quebec, and the latter has in the past produced a small amount of French tourist literature for which there was reportedly little demand. (It is now preparing, jointly with the Government of Quebec, a tourist booklet on Ontario and Quebec which will be bilingual.) There are, in addition, two departments which are rather special cases. The Department of Economics and Development prepares some publications in other languages for use abroad, and some of these are also distributed or made available in Canada. The Department of Education publishes in French some curriculum material for the school courses which may be taught in French, but these are primarily for use by schools and teachers, not for the general public. The curriculum material is prepared directly in French and is not a translation; the Department of Economics and Development also has some of its publications written in the language in which they are to appear. The other departmental publications are translations, usually done by either commercial translators or the Citizenship Branch of the Department of the Provincial Secretary, although in a few instances departmental staff have been used.

Separate attention is given in Table 5.1(II) to Examinations, although these were not initially a subject of inquiry. Almost all government-administered examinations in Ontario are in English only. (The obvious exception to this rule is the examinations for students in bilingual schools who are receiving instruction in French. Most such examinations are set by the school principals, but the Department of Education prepares some.) This is true even where knowledge of English is not a requirement for passing the examination: trades papers, for example, do not carry the formal requirement for knowledge of English, nor do drivers' licences. In examinations for both of these, interpreters may be used, and in certain areas of the province the Department of Transport employs bilingual driver-examiners - French-English in ten locations, and multilingual in Toronto. The Department of Agriculture permits examinations required of certain dairy workers to be taken in either French or English, and the Department of Labour is considering the provision of some trades examinations in French.

All together, these are hardly a large proportion of the printed material produced by the Ontario Government. They do illustrate the range of languages which must be used if all segments of the Ontario public are to be reached;

a point that was stressed by a number of departmental representatives. It is interesting to note, in view of the emphasis on variety, that in correspondence with the general public - and even more, in personal contacts, as reported in the individual questionnaires - French is the dominant language among the non-English languages encountered.

The proportion of non-English letters which government agencies receive from the general public is very small, according to the interviews; too small to estimate very closely except in such instances as "three letters in the past five years". Most letters which are not in English are in French, although some departments receive letters in a scattering of all languages. Arrangements for translating them are casual and ad hoc: most commonly they are translated into English by a departmental employee who happens to know the language. One Toronto office customarily sends letters in certain languages to an employee in the Lakehead for translation. If a department's staff cannot translate the letter it is usually sent to the Citizenship Branch of the Department of the Provincial Secretary for translation.*

* Most departments have staff who can speak a number of languages, and customarily call on them for translations. Only two or three departments do so systematically, maintaining a reference list of language capacity, but recently all departments have compiled such lists and will likely make some more systematic use of them.

Table 5.2

Letters from the Public received by Ontario
Government Departments.

<u>Department</u>	<u>Proportion not English</u>	<u>Languages used</u>	<u>Language of reply</u>	<u>Other comment</u>
Agriculture and Food	Less than 1%	All French	Same*	
Attorney-General	1 in 1,000	Several	Usually English	
Civil Service	Minute	All French	Same	3 letters in 5 years
Economics and Development	Very few	Several	Usually same	
Education	1% or less	French	Same	
Energy and Resources Management	Less than 1%	Several	English	
Health	Less than 1%	Several	English	
Highways	Minute	Mostly French	English	
Labour	Less than 1%	Several	Same	
Lands and Forests	Less than 2%	French and Others	Same	Cree used in some northern offices
Liquor Control Board	-	-	-	
Mines	Less than 1%	French	English	
Municipal Affairs	5-6 monthly	French	Same	
Ontario Hospital Services Commission	Very few	French and others	Same if French, English if not French	
Prime Minister	Very few	French, Ital- lian, Hungarian	Usually English	
Provincial Secretary	Minute	French and others	Usually English	
Public Welfare	Very few	Mostly French	Usually English	
Reform Institutions	Less than 2%	Several	English	
Tourism and Infor- mation	Less than 1%	Mostly French	Usually same	
Transport	Fairly frequent	French	English	
Treasury	Less than 1%	French	English	
University Affairs	Less than 1%	Mostly French	Same	

* i.e. same language as language used in letter.

Source: Interviews with a representative or representatives of
each agency listed.

Each department - indeed each branch - sets its own policy for dealing with non-English correspondence. Ordinarily it will be answered in English, but some departments have a fairly consistent policy of answering in the language of the letter. One agency makes an interesting distinction: it replies to French letters in French, but replies to letters in any other language in English.

The correspondence and paperwork of the CSAO - the recognized negotiating agent for the Civil Service - is exclusively in English. Verbal contacts within the Association are also in English, although it was recalled that some years ago the use of interpreters by Association officials visiting parts of the north was not unknown.*

With some exceptions, then, English is generally the language of paper in the Government of Ontario. The interviews with departmental representatives suggested the conclusion that in personal contacts the use of languages other than English is more common than in written contacts, and some departments express a policy of matching the languages of their field staff to the languages of their public. The Legislature on some occasions advocated the same policy. In its most recent Report** the Public Accounts

* From an interview with the CSAO General Manager, May 1966.

** Report of the Standing Committee on Public Accounts, June 29, 1966, page 6.

Committee recommended that "with reference to the Labour Standards Branch of the Department of Labour (one of the seven departments scrutinized by the Committee in 1966), Departments dealing with persons whose principal language is not English, should encourage a recruitment policy which provides them with staff able to speak the major immigrant languages." One member of the Legislature who is particularly interested in providing for the French language has frequently pressed the point that bilingual French-English employees should be engaged for certain areas of the province.*

It should be noted, however, that in no classified position (except for the Education staff working in other languages, and the translators in the Department of the Provincial Secretary) is knowledge of another language besides English a formal requirement. In no position may a bonus be paid for ability in another language. Some departments reported having a strong preference for ability in certain languages for positions in certain areas of the province. Most departments with extensive field staff have a sort of local option by which the field or regional offices select and hire their own staff (it will be recalled that this is not a responsibility of the Civil Service Commission

* e.g. Debates, Ontario Legislature, June 6, 1966, p. 4286; remarks by Mr. Racine.

which merely audits the appointments), and the staff may or may not be deliberately selected to accommodate the locally prevailing languages. In interviews with departmental representatives, the areas mentioned particularly in connection with languages other than English were: Sudbury, Cornwall, the Lakehead, Toronto, Ottawa, North Bay, Cochrane, Sault Ste. Marie, Moosonee, Chapleau, Hearst, New Liskeard, Alexandria, Hamilton, Kirkland Lake, Hawkesbury, Pembroke, Sturgeon Falls, Kingston, Timmins, Kapuskasing - or, more generally, the north, the Ottawa valley, and the south-east. Apart from Toronto and Hamilton, which are a special case^{*}, most of these places are in either the five southeastern counties of Carleton, Glengarry, Prescott, Russell and Stormont, or the northern districts which are unorganized territories. These areas correspond respectively to Zones 4 and 5^{**} used in the analysis of the individual questionnaires.

* Only 3% of the Metropolitan Toronto population in 1961, according to the Census, was unable to speak English, but 3% of Metropolitan Toronto amounted to about 55,000 people, a sizeable group.

** Zone 5 includes the county of Renfrew, which should not be grouped with the nine northern districts; it was grouped with them in the Questionnaire, however, and is inseparable now.

V.3. Language Use in Zones 4 and 5

In the 1961 census, 77.5 per cent of the Ontario population reported that English was their mother tongue. In Zones 4 and 5 English was the mother tongue of less than 65 per cent of the population. French is of great importance in Zone 4 and in some areas predominates over English. In the counties of Prescott and Russell more than 77 per cent claimed French as their mother tongue; in Glengarry 47.5 per cent (compared to 49.5 per cent whose mother tongue was English); and in Stormont 36.6 per cent (compared to 59.5 per cent English). Carleton County, the most populous, was 69.2 per cent English-speaking in origin, 22.9 per cent French-speaking, and 7.9 per cent of other mother tongues - German, Italian, Dutch, Polish, Ukrainian and Yiddish being the major other languages. In the whole area 31.3 per cent of the population was French-speaking in origin, or 55 per cent if Carleton is excluded.*

Most departments with field staff in Zone 4 reported that they have some bilingual French- and English-speaking employees there. Some stated it as a fact and others, unfamiliar with the language policy of the regional hiring authorities, speculated that this was so. It was suggested

* Source of figures on mother tongue is the 1961 Census of Canada. See Tables 5.3 and 5.4 below.

for example, that the Province of Ontario Savings Office, the Health Rehabilitation Office and the Health Regional Laboratory in Ottawa probably have some bilingual French- and English-speaking staff, although this was not a known fact. It was also assumed by departmental representatives that field offices in eastern Ontario might have some local correspondence in French, although file copies as well as any material sent on to Toronto are invariably in English.

The agencies which reported making deliberate provision for the use of French as well as English in Zone 4 are the Departments of Agriculture, Education, Labour, Public Welfare, Transport, and Energy and Resources Management, and the Ontario Hospital Services Commission and the Liquor Control Board of Ontario. The Department of Agriculture has a long-established policy of recruiting bilingual Agricultural Representatives and also prefers bilingual Extension staff for the east. Its Dairy Branch employs some bilingual staff. The Department of Education has bilingual inspectors where there are bilingual schools, and the Ottawa valley is an important centre. The Department of Labour, which has its major contact with individual workers through its Industrial Training Branch (its Construction Safety program is municipally administered), has a bilingual French- and English-speaking supervisor in the

Ottawa office of this Branch, who also does translations and interpretation for the other branches. The Department has recently become aware of a need to increase its bilingual staff in Ottawa. The Department of Transport, which in its other activities is English-speaking exclusively, ensures that driver-examiners in the east are French- and English-speaking. (Most of its licence-issuing officers are agents, not employees, and may or may not speak the languages used locally.) Public Welfare has a field services unit which deals primarily with claims for provincial and federal-provincial allowances and its two offices in the eastern area are deliberately provided with bilingual staff. (Public Welfare, unlike Agriculture, Labour and Transport, usually recruits local residents for its field positions.) The Department of Energy and Resources Management has a bilingual conservation officer stationed at Cornwall. The Hospital Services Commission has a French- and English-speaking employee in its Ottawa office, and the Liquor Control Board has bilingual staff in its liquor stores and warehouses.

Five other departments reported that although they do not deliberately seek French-speaking staff for the east, they have some located there or available for use there: these were the Departments of Tourism and Information, Highways, Municipal Affairs, Public Works and Treasury.

Zone 4 does not appear to have a large civil service establishment - 2.7 per cent of the total, according to the weighted figures secured from the individual questionnaires.* Only 7.7 per cent of the province's population resides in Zone 4. It contains no provincial institutions of health or reformation and very few educational institutions (all of which are large-scale employers; 91.3 per cent of the Health employees, for example, are working in its hospitals). The departments which reported giving special attention to bilingual staff constitute just over one-third of the civil service in Zone 4, the departments which reported that they may have some bilingual staff constitute just over 40 per cent of the Zone's establishment, and the remaining departments, which had no specific comments on Zone 4, are almost one-quarter of its staff. Since the total number of civil servants surveyed in the Zone is very small, no useful analysis of their reported language practices can be made on the basis of department. The replies to the individual questionnaires make it clear, however, that Zone 4 differs from the remainder of the province in the extent and frequency with which it uses

* Since the Liquor Control Board and the Ontario Hospital Services Commission do not have civil service employees, they were not included in the questionnaire. Figures taken from the questionnaire refer only to civil servants.

languages other than English. It differs also in that when a language other than English is used, it is almost certain to be French. In Zone 4, 25.6 per cent of the civil service sometimes use a language other than English in their work; in the province as a whole, 13.5 per cent of the civil service do. In Zone 4, 76 per cent of those who use another language use it quite often or very often; in the province as a whole, only 26 per cent of those who use another language use it with such frequency. The extent to which Zone 4's departures from the general pattern depend on departmental policy or on other factors is discussed later.

The unorganized districts of northern Ontario are much more mixed than the eastern counties in their population composition. The total population of Zone 5 (which includes the county of Renfrew as well as the districts of Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Rainy River, Sudbury, Thunder Bay and Timiskaming) was 811,809 in 1961. Sixty-one per cent had learned English as their mother tongue, 20.5 per cent had learned French, and almost 20 per cent had learned another language - compared with 6.6 per cent 'other' in Zone 4. The fifth of the northern population which was neither French- nor English-speaking in origin included large groups speaking Italian, Finnish,

Ukrainian, or an Indian language, and smaller groups who had learned German, Polish, or another European language.

Total figures for the area are not particularly meaningful, since its salient characteristic is its sparse settlement by small and scattered communities each of which may have its own dominant language. In Algoma, Kenora, Rainy River, Thunder Bay and Renfrew the majority was English-speaking by mother tongue, a small proportion was French-speaking, and a large proportion had another mother tongue - as much as 36.4 per cent in Kenora and 30.1 per cent in Thunder Bay. In Kenora almost 20 per cent of the population spoke an Indian language as mother tongue, and in Manitoulin the distribution of the total population was roughly three-quarters English-speaking and one-quarter Indian. French is of greater significance in Nipissing, Timiskaming, Cochrane and Sudbury, where 36.0 per cent, 26.7 per cent, 46.1 per cent and 33.1 per cent respectively had learned it in childhood.

- English, French and Other -

County or district	Population	English	%	French	%	Other	%
Zone 1	2,308,777	1,698,010	81.6	72,192	3.1	338,777	14.6
Brant	83,899	73,601	87.8	774	0.9	9,117	11.2
Bruce	43,036	40,296	93.6	74	0.2	2,666	6.2
Elgin	16,095	15,215	94.5	41	0.3	837	5.2
Essex	62,862	54,716	87.1	486	0.8	7,659	12.1
Grey	258,218	181,125	70.1	27,789	10.8	49,304	19.1
Haldimand	68,005	58,918	86.6	110	0.2	2,972	4.4
Harvey	28,197	25,307	89.7	151	0.5	2,739	9.8
Kent	53,605	49,347	92.1	918	1.7	3,340	6.2
Leamington	69,427	73,821	82.5	4,613	5.2	10,993	15.5
Lincoln	102,121	88,615	86.5	2,562	2.5	10,943	10.7
Madoc	128,674	95,510	73.4	2,165	1.9	29,140	22.7
Madoc	221,422	194,567	87.9	1,910	0.9	24,942	11.3
Madoc	26,705	21,127	79.1	456	1.7	1,127	4.3
North York	50,475	39,127	77.5	392	0.8	10,956	21.7
Oxford	70,499	61,847	87.7	474	0.7	8,176	11.6
Perth	29,452	26,779	91.0	1,039	3.4	1,634	5.5
Simcoe	57,452	51,510	89.7	389	0.7	5,553	9.7
Waterloo	141,271	125,730	88.6	7,552	5.3	8,489	6.0
Wellington	276,754	134,158	48.5	1,764	1.0	40,507	22.9
York	164,701	121,309	73.4	10,336	6.3	33,055	20.3
Wellington	84,702	73,750	87.1	466	0.6	10,485	12.4
Wentworth	358,837	284,523	79.3	5,604	1.6	68,710	19.1
Zone 2	2,007,515	1,629,017	81.2	28,971	1.4	409,527	20.4
Halton	106,957	93,858	87.8	1,135	1.1	11,963	11.2
Ontario	139,892	117,016	83.6	2,063	1.5	16,812	12.0
Peel	111,575	98,144	88.0	1,256	1.1	12,175	10.7
York	1,733,108	1,320,019	76.2	24,516	1.4	388,573	22.4
Zone 3	540,825	516,111	95.4	8,817	1.6	24,753	4.5
Dundas	17,162	15,273	89.0	739	4.3	1,150	6.7
Durham	39,916	34,217	85.7	232	0.6	5,467	13.8
Frontenac	87,534	81,028	92.6	1,714	2.0	4,792	5.5
Granville	22,864	20,215	88.4	671	2.9	1,961	8.5
Haliburton	8,562	8,222	96.2	297	3.4	250	2.9
Hastings	93,377	88,072	94.3	2,013	2.2	3,211	3.4
Lennox	40,513	38,562	95.2	823	2.0	983	2.5
Leeds	46,639	43,631	93.5	1,159	2.5	2,849	6.1
North York	23,717	22,444	94.6	130	0.5	1,143	4.7
Northumberland	45,899	39,854	86.8	322	0.8	1,724	3.7
Peterborough	76,795	73,280	95.3	468	0.6	2,927	3.8
Prince Edward	21,108	20,111	95.3	183	0.9	984	4.7
Victoria	29,750	28,653	96.3	126	0.4	771	2.6
Zone 4	478,114	295,601	61.8	110,517	23.1	31,996	6.7
Chatham	352,932	244,058	69.2	80,911	22.9	27,963	7.9
Chatham	19,217	9,216	47.9	9,133	47.5	568	2.9
Chatham	21,226	4,415	20.8	22,401	82.6	320	1.5
Chatham	20,892	4,195	20.1	16,166	77.4	530	2.5
Chatham	57,867	36,416	62.9	21,236	36.6	2,215	3.9
Zone 5	811,807	498,831	61.3	166,325	20.5	146,651	18.2
Algonquin	118,103	77,331	65.4	23,242	19.7	17,530	14.9
Coastal	95,666	57,734	60.3	24,117	25.1	13,815	14.4
Kenora	31,174	30,501	97.8	2,214	7.1	18,759	59.9
Kenora	11,716	8,266	70.6	90	0.8	2,630	22.5
Nipissing	70,568	41,117	58.3	25,108	35.6	4,033	5.7
Rainy River	26,531	20,384	76.8	1,033	4.1	5,652	21.1
Renfrew	89,635	74,428	83.0	5,148	5.7	9,059	10.1
Sudbury	165,862	82,559	49.8	54,910	33.1	28,393	17.1
Thunder Bay	134,518	90,639	67.4	5,312	4.4	41,757	30.8
Timiskaming	50,971	31,802	62.4	15,617	30.7	5,552	10.9
TOTAL	6,254,092	4,834,623	77.5	427,302	6.8	976,167	15.6

Source: Census of Canada, 1961, Vol.1, Part 2, Bulletin 9.

Table 5.4 shows the distribution of persons whose mother tongue was neither French nor English, according to the 1961 census, for Zone 5 and for the other four zones of the province.

Table 5.4. Population of Ontario by Mother Tongue, 1961: persons with a mother tongue other than English or French.

<u>Mother tongue</u>	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4</u>	<u>Zone 5</u>
Italian	54,802	118,249	1,656	6,909	26,321
German	88,469	66,432	276	6,716	17,670
Netherlands	49,821	22,873	4,502	3,784	4,094
Ukrainian	27,515	38,788	9,479	2,053	20,114
Polish	29,171	35,520	1,756	2,363	14,404
Jewish	2,813	27,398	1,296	1,295	3,651
Indian-Eskimo	4,195	753	290	579	20,951
Other	82,791	119,514	5,609	7,897	46,393
Total 'Other'	339,577	429,527	24,864	31,596	150,603
Total population	2,308,779	2,087,545	549,825	478,134	811,809

Source: Census of Canada, 1961, Vol. I, Part 2, Bulletin 9.

Since the northern districts do not have organized local governments, the provincial departments provide municipal services and in most of Zone 5 probably find themselves in more direct contact with members of the public than in other areas of the province. The Department of Health, for example, through its Northern Health Unit provides public health services that elsewhere are a local responsibility. In the northeast it reported having some bilingual French-English staff who prepare material in French for local use; in the Lakehead area Finnish and Ukrainian are

the languages likely to be encountered and one public health nurse in that area is bilingual Finnish-English. There are several Health institutions in the north (mental institutions, rehabilitation offices, laboratories) which like the institutions in the rest of the province draw upon local people for their non-professional staff; it was thought likely by departmental representatives, though not certainly known, that they speak the languages which predominate locally. (Professional staff ordinarily come from outside the area and while they speak a range of languages, these are not necessarily the languages of their area of work.) The Department of Municipal Affairs also performs some municipal functions in the north, and it reported that its employees in Sudbury and New Liskeard include some bilingual French- and English-speaking persons.

According to the representative of the Department of Public Welfare, the Department pays careful attention to the language capabilities of its field officers in the north. At Kirkland Lake, Sudbury and Sault Ste. Marie there are bilingual regional administrators and other staff who use French and other languages in addition to English. Caseloads are usually assigned by the administrators on the basis of language. In the Indian Development Branch, all staff working with Indians must reportedly

be able to speak their languages. The Department of Transport has placed bilingual French-English driver-examiners in Sault Ste. Marie, Sudbury, North Bay, Timmins, Kapuskasing and Kirkland Lake. The Department of Agriculture and Food has bilingual French-English staff in the north - both field and administrative - and has recently appointed a bilingual French-English associate director of Extension, responsible for the north, who will be in effect co-ordinator of Agriculture's northern programs. The Department of Labour has a bilingual French-English counsellor in its Industrial Training Branch in Sault Ste. Marie. The Liquor Control Board has bilingual French-English employees at some points in the north.

The Department of Lands and Forests has a very large staff in the north and reports that it makes considerable use of French, Cree and Ojibway in addition to English. It employs a number of Indians - in some instances through deliberate policy, and in others because the Indians are available and suitable. Some of its offices conduct correspondence in Cree, which necessitated a special order for typewriters with Cree syllabics. The Department has recently recruited a number of graduates from the ranger school in Quebec, and since 1964 has devoted one of its junior ranger camps to bilingualism and biculturalism. Of the 24 boys at the camp, 12 come from Ontario and 12 from Quebec.

Apart from the Department of Education, which throughout the province provides bilingual inspectors where there are bilingual schools, the other departments surveyed reported no special attention to languages in Zone 5. The Department of Highways, like Lands and Forests, employs a large number of locally-hired people in the north, and a large proportion of those in North Bay and Cochrane are reportedly French-speaking. Supervisors and foremen are bilingual, however, if the workers are sometimes not, and the Department's external business is in English. So is the work of the Department of Mines, although it happens to have a few bilingual French- and English-speaking employees in the north. The Department of Reform Institutions has some institutions in the north and operate district jails at seven points; it makes no provision for other languages besides English in either its institutions or its rehabilitation (parole) services, assuming that an inmate who does not speak English will find a common language with another inmate or with a correctional officer.

Zone 5, with about 13 per cent of the provincial population (in 1961), has just over 19 per cent of the Ontario civil service located in it, according to the individual questionnaires when weighted. The questionnaire responses regarding language practices at work support the

departmental statements on the same subject. In Zone 5, 21.7 per cent of the civil service sometimes use a language other than English at work, compared to 13.5 per cent of the total civil service. Of those who do use another language, 40 per cent reported using it more than occasionally, compared to 26 per cent in the civil service as a whole. And of those using another language 67.4 per cent use French in Zone 5, compared to 53.4 per cent in the whole of the Province. Only in Zones 3 and 4 - southern Ontario east of the Toronto area - do larger proportions use French when using a language other than English.

V.4 Language Use in Southwestern and Central Ontario

In southwestern and central Ontario - designated in this study as Zones 1, 2 and 3 - there are 37 counties and two unorganized districts, containing 79.4 per cent of Ontario's population in 1961. Of the 4,946,149 persons then in this area, 81.5 per cent reported their mother tongue as English. Three and a half per cent had learned Italian as their mother tongue and over 3 per cent German; the next largest groups were French-speaking, Dutch-speaking, Ukrainian-speaking and Polish-speaking in origin. The majority of the Italians and the Polish, and one-third of the German-speaking, were in York County. The German-

speaking were a sizeable minority also in Waterloo County. The Dutch-speaking and the French-speaking were scattered throughout the area, with large groups of French in York and Essex and smaller groups in the counties of Welland and Simcoe.

The population of Metropolitan Toronto was 76.7 per cent English-speaking in origin. In 1961 there were 116,422 whose mother tongue was Italian, 61,022 whose mother tongue was German, 34,917 whose mother tongue was Ukrainian, 32,077 Polish, and 181,758 of other native languages (including 25,988 French-speaking). Metropolitan Toronto was not, however, the area with the largest proportion of non-English; the counties of Essex, Lincoln and Waterloo, with a combined population of 561,646 were over 26 per cent non-English in mother tongue.

Zones 1, 2 and 3 together contain 78.2 per cent of the civil service, according to the weighted sample. Almost nine-tenths of the civil servants in the three zones use only English in their work; of those who do sometimes use another language, only 17 per cent use it more than occasionally. French is used by less than half - 43.7 per cent - of those using another language. The zones are thus much more English-speaking than Zones 4 and 5.

There are differences also among the three zones. Zone 3, which lies to the east of the Metropolitan Toronto area, is the most exclusively English-speaking, followed closely by Zone 1 - west of Metropolitan Toronto. Whereas French is used by only one-third of the Zone 1 employees who use another language in their work, it is used by almost three-quarters of the Zone 3 employees using another language.

Table 5.5 Civil servants using languages other than English at work, by zone.

		Zone 1 N: 694	Zone 2 N: 1294	Zone 3 N: 209	Zone 4 N: 173	Zone 5 N: 1043
		- percentages -				
Frequency of use:	Occasionally	83.7	82.6	81.0	29.9	60.1
	More often	16.3	17.4	19.0	70.1	39.9
	Total	100.0	100.0	100.0	100.0	100.0
Language used:	French	35.4	43.7	71.3	99.4	67.4
	Other	64.6	56.3	28.7	0.6	32.6
	Total	100.0	100.0	100.0	100.0	100.0
Percent who use only English:		89.9	86.0	94.2	74.4	78.3

Table 5.5 describes the language practices of those who do use other languages besides English in their work. Zone 2 (in most respects the equivalent of Metropolitan Toronto, since most Zone 2 employees work in Metropolitan Toronto) uses non-English languages more than Zones 1 or 3, and uses them with greater frequency: French is used by less than half of those in Zone 2 who use another language.

Table 5.5 is compared with the mother tongue composition of Ontario's population in Table 5.6 below. Clearly, there is a close relation between the province's linguistic composition and the language practices of the civil service.

Table 5.6 Comparison of Ontario Population by Mother Tongue with Language Practices of Ontario Civil Servants, by Zone.

	- percentages -				
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Population (1961):					
English mother tongue	81.6	78.0	93.4	62.0	60.9
French mother tongue	3.1	1.4	1.6	31.3	20.5
Other mother tongue	14.6	20.6	4.5	6.6	18.5
Total	100.0	100.0	100.0	100.0	100.0
Civil service languages:					
English only	89.9	86.0	94.2	74.4	78.3
French used	3.6	6.1	4.1	25.5	14.6
Other languages used	6.5	7.9	1.7	0.1	7.1
Total	100.0	100.0	100.0	100.0	100.0

Sources: Tables 5.3 and 5.5

If civil servants use languages other than English only where the public requires it (as reason and Table 5.6 suggest) then those in frequent direct contact with the public must use other languages more than do civil servants with infrequent public contacts. At first sight

the questionnaire responses deny this proportion.* Of the civil servants in little or no contact with the public, 13.8 per cent nevertheless make some use of languages other than English, and of civil servants in frequent contact with the public, 16.0 per cent make some use of other languages. This difference is negligible, as is the difference in the frequency with which the two groups use other languages.

Table 5.7 Language Practices of Civil Servants, by Frequency of Contact with the Public (excluding responses made in French).

	- percentages -	
	Little or no public contact (N: 10,013)	Frequent public con- tact (N: 13,923)
English only	86.2	84.0
Other languages	13.8	16.0
Used occasionally	81.0	74.7
Used often	<u>19.0</u>	<u>25.3</u>
	100.0	100.0
French used	33.6	58.8
Other language used	<u>66.4</u>	<u>41.2</u>
	100.0	100.0

* The tabulations for public contacts do not include the responses of those who answered the questionnaire in French. Of those who answered in French (both of French and of non-French mother tongue), 8 per cent (an unweighted figure) said they use another language only with their fellow-workers. This group of respondents appears to have more contact with the public, in person and by telephone, than the aggregate of the civil service.

This apparent paradox in language use and public contact is largely explained by the practice of almost 3 per cent of the civil service of using languages other than English in contacts with their fellow-workers rather than with the public.* Most of those who reported doing so do not use French, and this is consistent with the figures in Table 5.7. Another explanation is that while location (with its implication of public demand) is a major determinant of language practice in the civil service, there are other determinants: departmental policy, for one, and such personal determinants as the civil servant's mother tongue, age, status, occupation, mother tongue, etcetera.

V.5. Other Determinants of Language Use

The influence of departmental policy on language use can only be inferred from the data available. It does not appear to be a strong direct influence. Grouping the departments according to their stated language policy (Group 1 being the departments which reported that they try to serve the public in their own language, and Group 2 being those which do not), and comparing the questionnaire responses of their employees, suggests that there is

* The paradox is not the result of an oversampling of translators - a class of people who deal in other languages without necessarily meeting the public - because there are not enough translators to bias the results.

relatively little difference in their language practices.* In Group 1, 15.3 per cent of the respondents sometimes use a language other than English in their work; of those who do, 72.9 per cent use the other language only occasionally, and 56.1 per cent use French rather than another language. In Group 2, 10.9 per cent of the respondents sometimes use another language in their work; for 50.5 per cent of these the language is French; 75.5 per cent of those who use another language do so only occasionally. There is, however, a difference between the groups: Group 1 contains 67 per cent of those who reported sometimes using another language at work, but only 59 per cent of the civil service (according to the weighted sample). The departments in Group 1 probably implement their language policy indirectly, by recruiting persons who are likely to use other languages besides English, and such persons evidently enter into the employ of other departments as well.

The civil servants who are most likely to use other languages besides English in their work are those whose mother tongue is not English, and those who are highly

* Respondents from an unknown department and from the Department of the Provincial Secretary (where the translation service is located) are excluded.

paid. Salary and mother tongue appear to be the most important determinants of language use, after location. Table 5.8 shows the difference in the language practices of the three different mother-tongue groups used - English, French and Other - and shows also how the language practices in each group are modified by other factors. (The influence of contacts with the public - in part 4 - is, as one would expect, that as contacts with the public increase the use of languages other than English increases too, but it is clear that those whose mother tongue is not English use other languages to a considerable extent even when the public is not involved). When those whose mother tongue is French use another language at work, it is invariably French. Seventy-three per cent of those whose mother tongue is English use French when they are using another language at work, but this proportion changes with other circumstances. Location is one; 62.6 per cent use French in Zone 1, and 100 per cent in Zones 3 and 4. Salary is another: the dominance of French increases as the salary rises. (It is interesting to note that this is true also for those whose mother tongue is neither French nor English, although the number of these in the upper salary ranges is too small to support much generalization. In total, only 8 per cent of the persons of Other mother tongue who use a non-English language are using French;

Table 5.8

Mother Tongue and Language Use at Work

	English mother tongue N: 21,189	English only	Other lan- guages	French mother tongue ¹ N: 768	English only	Other lan- guages	Other mother tongue N: 2,940
- percentages -							
1. General Distribution		92.5	7.5		23.9	76.1	
2. By zone:							
Zone 1		95.7	4.3		26.3	73.7	
Zone 2		92.1	7.9		61.4	38.6	
Zone 3		96.5	3.5		24.4	75.6	
Zone 4		85.8	14.2		0.0	100.0	
Zone 5		85.2	14.8		17.6	82.4	
3. By salary:							
Less than \$6,000		94.2	5.8		18.4	81.6	
\$6,000 - \$9,999		87.2	12.8		0.0	100.0	
\$10,000 or more		85.3	14.7		2.3	97.7	
4. By public contacts ²							
None or few		96.2	3.8		41.5	58.5	
Frequent		90.1	9.9		30.5	69.5	
5. By department: ³							
Group 1		91.3	8.7		30.0	70.0	
Group 2		94.3	5.7		9.0	91.0	

1. Frequencies too small when subdivided; differences in distributions are erratic.

2. Those who answered the questionnaire in French are not included in this tabulation.

3. Group 1 consists of departments which reported making deliberate provision for the use of other languages in addition to English; Group 2 is the departments which do not. The Department of the Provincial Secretary is excluded because it contains the translation service.

Table 5.9 Some Characteristics of Civil Servants who use Languages other than English in their work.

Characteristic	Total in this category ¹	Number using other languages ¹	Percent
1. Mother tongue			
English	20,773	1,556	47.2
French	757	576	17.4
Other	2,828	1,167	35.4
Total	24,358	3,299	100.0
2. Salary			
Less than \$6,000	19,868	2,448	71.9
\$6,000 - \$9,999	3,464	621	18.2
\$10,000 or more	1,830	337	9.9
Total	25,162	3,406	100.0
3. Department ²			
Group 1	14,713	2,250	66.5
Group 2	10,333	1,131	33.5
Total	25,046	3,381	100.0
4. Birthdate ³			
Before 1921	10,983	1,243	39.9
1921 - 1935	7,708	1,156	37.2
1936 or later	6,066	714	22.9
Total	24,757	3,113	100.0
5. Size of community ³			
Under 10,000	6,404	720	22.9
10,000 - 50,000	6,584	783	24.9
50,000 or more ⁴	3,420	432	13.8
Metropolitan Toronto	8,275	1,204	38.4
Total	24,683	3,139	100.0
6. Location			
Zone 1	6,871	694	20.3
Zone 2	9,247	1,294	37.9
Zone 3	3,616	209	6.1
Zone 4	676	173	5.1
Zone 5	4,800	1,043	30.6
Total	25,210	3,413	100.0

1. Totals under each heading are different because of different response rates to the various questions on the questionnaire.

2. Excluding the Department of the Provincial Secretary.

3. This tabulation does not include the responses of those who answered in French.

4. Excluding Metropolitan Toronto.

among those earning \$10,000 or more, however, 26 per cent of those who use another language use French. It seems very probable that some status value is attached to knowing French; it is an asset to be able to exchange pleasantries in French with one's colleagues in Quebec, for example.) The three mother tongue groups differ in the frequency of their use of other languages. Of the French-speaking who use French at work, 60.7 per cent use it often; of the English-speaking who use another language at work, 14.7 per cent use it often; of those of other mother tongue who use another language at work, 22.9 per cent use it often. This again is influenced by salary: the higher-paid, although more likely to use other languages at work than the lower-paid, do not use them with such frequency.*

Knowledge of a language is an obvious prerequisite to using it, and in their knowledge of languages the three mother-tongue groups show marked differences. Over 95 per cent of all respondents to the individual questionnaires claimed a good knowledge of English, and as this is a practical necessity for almost every civil service position, knowledge of English will be taken for granted.

* The reverse is true of those whose mother tongue is French. A large proportion of the highly-paid French-speaking may be employed because of their knowledge of French, however; a large group is in the Department of Education.

Abilities in speaking, reading, understanding and writing languages were queried separately in the questionnaire and tabulated separately. (This makes it difficult to relate language ability to other variables.) For all languages except French, more respondents claimed to understand them than to speak them, more to speak than to read, and more to read than to write. This would appear to be the natural (i.e. unacademic) order of learning a language for verbal communication. In learning French, however, those who were not of French mother tongue seem to have learned first to read, then to understand spoken French, then to write, and last of all to speak. This is also the way in which persons earning \$10,000 or more, of all mother tongues (90.6 per cent of persons earning \$10,000 or more are of English mother tongue) have learned languages other than French or English. Those earning over \$10,000 are relatively well-educated (69.3 per cent have university degrees; 80.9 per cent have either university or another professional degree) and the academic study of languages has probably been part of their education. It is also probable that at least some of the languages studied may be out of current use - Latin, for example - or may be in little demand - Spanish, for example. *

* In the remainder of this chapter, with two exceptions that are noted, the answers of those who replied to the questionnaire in French are not included.

Since the civil service combines academic and verbal ability in other languages, the most useful indicator of language ability is probably the "understand when spoken" response in the questionnaire, although this understates the extent of acquaintance with other languages and is not necessarily relevant to using other languages in correspondence. Just over 4 per cent of those whose mother tongue is English reported that they understand French when spoken, and 5.7 per cent reported that they understand another language or languages, neither French nor English. Eighty-five per cent of those whose mother tongue is French reported that they understand French, and 2.5 per cent that they understand a language or languages other than French or English. Ten per cent of those whose mother tongue is neither French nor English claimed to understand French, and 89.1 per cent a language or languages other than French or English.

Although those of English mother tongue rank lowest, as a group, in their understanding of other languages, they are - because of their numerical superiority in the civil service - a large component of those who use other languages in their work. Of those who use French, 72.8 per cent are of English mother tongue; 21.1 per cent are of French mother tongue and 6.0 per cent of another mother tongue.

Of those who use languages other than French or English, 28.3 per cent are of English mother tongue and 71.7 per cent are of neither English nor French mother tongue.

Finally, it should be noted that knowledge of another language does not necessarily mean use of it. One-third of the respondents who claim a knowledge of French use only English in their work, and half of those who know another language or languages use only English in their work.

V.6. Opinions on the Usefulness of Other Languages.

While only 14 per cent of the total weighted sample reported that they now make use of a language other than English in their work, 54 per cent said they thought it would be useful in their work to know another language. Half of those now using another language use French; three-quarters of those who would find another language useful would choose French. Six times as many people would find French useful in their work as are using it now. Twice as many people would like to use another language (other than English or French) as are doing so now. Almost all of those who now make some use of a language other than English say they do (or would) find it useful to have another language, but in addition, half of those who now use

only English would find another language useful.* In other words, the civil service perceives a much greater use for other languages in their work than would be expected from current practice, and it perceives a particular usefulness for French.

Civil service opinions on the usefulness of other languages at work appear to be determined by mother tongue and location almost alone, of those variables which can be examined by means of the questionnaire. Persons of English mother tongue are less inclined than the other two mother-tongue groups to consider another language useful at work, but even so 52 per cent of them think it would be. Persons of French mother tongue are most inclined to consider another language useful (85% including those who replied in French) and of the civil servants of another mother tongue - neither French nor English - 63 per cent would find another language useful in their work. Over four-fifths of the French mother tongue group would use French; three-quarters of the English-speaking would, and three-fifths of those of Other mother tongue.

* A relation between present language use and the considered usefulness of other languages at work is not available for the weighted data, but the unweighted responses were tabulated to show it. 93.4% of those who use another language at work say another language is useful; 49.6% of those who use only English say another language would be useful. Almost four-fifths of this last group would choose French as the most useful language after English.

Table 5.10, comparing the mother tongue composition of Ontario's population with the opinions of civil servants on languages useful at work, shows the influence of location on these opinions. It also shows, however, that the civil

Table 5.10 Comparison of Ontario Population by Mother Tongue with Civil Service Opinions on the Usefulness of Languages, by Zone*

	- percentages -				
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Population (1961):					
English mother tongue	81.6	78.0	93.4	62.0	60.9
French mother tongue	3.1	1.4	1.6	31.3	20.5
Other mother tongue	14.6	20.6	4.5	6.6	18.5
Total	100.0	100.0	100.0	100.0	100.0
Civil Service Opinions:					
work usefulness of another language:					
None	52.3	46.9	46.7	27.1	33.8
French	34.8	36.7	47.2	69.6	49.8
Other language	12.9	16.4	6.1	3.3	16.4
Total	100.0	100.0	100.0	100.0	100.0

service rates the usefulness of other languages much higher than the province's linguistic composition would warrant.

There are a number of possible explanations for this. One is that the province's linguistic composition has changed very greatly since 1961, by the introduction throughout the

* This table includes those of French mother tongue who answered the questionnaire in French.

province of large numbers of French-speaking people. Another is that the French-speaking residents of the province make much greater demands on the public service than other residents and are more frequently in contact with it (there is no evidence of this), or that they are much less likely to use English. (Table 5.2 suggests that people of French mother tongue may be less likely to use English than people of another non-English mother tongue, but nevertheless not more than about 1 per cent of the government's mail is in French.) Again, it is possible that civil servants consider French useful in their work not because it is but because they are aware of the recent general pressures for the greater use of French, many of them from outside the province. (In similar vein, it may have been a gesture of goodwill to say that French would be useful at work. In this connection it might be noted that one civil servant said, when interviewed, that a number of Ontario civil servants had shown interest in taking French courses.) It is also possible that civil servants perceive a general usefulness of French to their careers rather than to their immediate work, but in this case one might expect to find respondents under 45 more receptive to other languages than respondents over 45, and the reverse is true.

Respondents were also asked whether knowledge of another language besides English would be useful to them personally. The same characteristics that dispose respondents toward finding another language useful at work dispose them toward finding another language useful personally - i.e. knowledge of another language, non-English mother tongue, location where

Table 5.11 Opinions on the Usefulness of Other Languages

- percentages -				
Civil Service	<u>Useful at Work</u>		<u>Useful Personally</u>	
	Yes	French	Yes	French
1. By mother tongue ¹				
English	52.3	77.3	73.4	80.2
French	82.2	85.3	91.7	88.5
Other	62.8	60.0	88.3	65.8
2. By Salary ²				
Less than \$6,000	52.7	74.3	74.1	80.6
\$6,000 - \$9,999	62.8	75.0	73.7	81.8
\$10,000 or more	56.6	79.4	78.3	84.8
3. By birthdate ³				
Born before 1921	56.2	76.0	70.8	82.4
Born 1921-1935	54.6	72.1	77.6	79.0
Born 1936 or later	50.0	76.1	81.5	81.3
4. By location ⁴				
Zone 1	47.5	73.0	69.8	81.3
Zone 2	53.1	69.1	80.5	77.5
Zone 3	53.0	89.0	69.7	93.6
Zone 4	71.4	95.4	77.3	93.2
Zone 5	65.7	74.5	78.9	78.2

Notes: 1. n 23,681 for Work; 24,025 for Personal
 2. n 24,414 for Work; 24,825 for Personal
 3. n 24,220 for Work; 24,671 for Personal
 4. n 24,463 for Work; 24,877 for Personal

other languages are spoken, higher salary. There is one exception: older respondents are more likely than younger respondents to think another language useful at work, but considerably less likely to think another language useful personally. It is surprising to find that over three-quarters of the civil service think another language would be useful personally. No matter where they are located, or of what mother tongue, age or salary, at least 70 per cent of all civil servants would find another language besides English useful personally. Those of a mother tongue other than English are, as usual, more likely to consider a non-English language useful, but 73 per cent even of those of English mother tongue said that they would find another language useful personally. The pre-eminence of French among other languages becomes even greater for personal use than for working use. Among those who are neither English nor French in mother tongue (the group least disposed to find French useful) 68 per cent of those who think another language useful personally would choose French. The responses to the questions on language usefulness show an extraordinary receptiveness on the part of the civil service to the use of non-English languages in their working and personal lives.

Mr. R. Frith

MEMORANDUM

CLASSIFICATION



TO
A

Co-Chairmen
Co-Secretaries
Père Cormier, Mr. R. Frith,
Mrs. G.M. Laing, M. J.-L. Gagnon,
M. P. Lacoste, Mr. J.B. Rudnyckyj,
Mr. F.R. Scott, Mr. P. Wyczynski

YOUR FILE No.
Votre dossier

OUR FILE No.
Notre dossier

FROM
De

M. Brownstone

DATE June 21, 1967.

SUBJECT
Sujet

Mrs. Bryan has added a conclusions section to her report on the Government of Ontario and I am circulating this to be attached to your copies of her report. May I point out for your attention that Mrs. Bryan's main conclusion regarding the position of the Government of Ontario on the question of formal adoption of a language policy should be viewed in the light of the Commission's position in Volume I as well as some of the conclusions emerging from Professor McRae's report.

Meyer Brownstone.

Chapter VI

Concluding Remarks

The questionnaire, with its information on language use and careers in the Ontario public service, is at best representative of about 78 per cent of the public service. It may reasonably be conjectured that the unclassified public service contains a somewhat larger proportion of persons of non-English mother tongue than does the classified public service, for two reasons: there are barriers to the civil service appointment of persons who are not British subjects; and it was reported that in three at least of the departments which engage large numbers of temporary or casual employees (Highways, Lands and Forests and Public Works) a relatively large proportion of the casuals are not of English mother tongue. Consequently, the proportion of public servants whose mother tongue is English is probably less than the 85.1 per cent indicated by the questionnaire, and the proportion who are of French mother tongue or Other mother tongue is probably more than the indicated 3.1 per cent and 11.8 per cent respectively¹. the majority of the temporary employees are probably in

1. It is not possible to estimate what the mother-tongue composition of the unclassified service might be. To make the composition of the total public service the same as that of the Ontario population the unclassified service would have to be 14.3 per cent French in mother tongue, 23.3 per cent Other, and 62.4 per cent English.

the lower salary ranges, so that the salary differential among the mother tongue groups noted in Chapter IV - with those of English mother tongue earning, on the whole, more than those of another mother tongue - would be accentuated.

It may also be inferred that the proportion of public servants using languages other than English at work would be increased by inclusion of the unclassified service, but that a large proportion of the additional use of other languages would be with fellow-workers and not with the public.

VI.1 Language Use in the Ontario Public Service

A summary picture of language use in the Ontario public service is this: that English has the status of the official language, and is used exclusively in official documents and very predominantly in other published documents. Approximately 5 to 7 per cent of the public service make frequent working use of a language other than English, mostly with the public. The location, salary and mother tongue of the public servant are important factors in his language practices. Most of those who use another language frequently in contacts with the public are employed with the intention that they should do so, but intentions of this sort are not a formalized part of the personnel system.

Table 5.6 (page 229) shows that in all areas of the province, the proportion of civil servants using a language other than French or English varies in accordance with the proportion of the population whose mother tongue is other than French or English. In all areas, however, the proportion of civil servants using Other languages is considerably lower than the proportion in the population whose mother tongue is neither French nor English. People of Other mother tongue are generally expected to become competent in English, and the English courses provided at the public expense for immigrants are one expression of the policy of linguistic assimilation to English. Clearly, however, the public service being provided in languages other than French and English is adapted in some way to the public demand, although this study contains no information by which the public demand could be measured.

It is relevant to note again that over 70 per cent of the civil servants who use a language other than English or French in their work are of Other mother tongue (while 73 per cent of those who use French in their work are of English mother tongue). If therefore the proportion of the Ontario service which is of Other mother tongue declines in the future - as seems likely - then the ability of the Ontario service to use languages other than French or English will also decline.

It will also be recalled that civil servants of Other mother tongue are greatly influenced in their language practices by their salary level. For civil servants of English mother tongue, the use of languages other than English rises slightly with a higher salary level while for civil servants of Other mother tongue the proportion using other languages declines. Among civil servants of English mother tongue the proportion of those using other languages who use French is not much affected by salary level, while for civil servants of Other mother tongue the proportion who use French is higher among those who earn higher salaries. While this is one of the interesting differences between civil servants of Other and of English or French mother tongue, it also suggests that French and other non-English languages are put to different uses in the Ontario public service.

This last point is indicated by Table 5.6 which shows that in three of the five zones of Ontario the proportion of civil servants making some working use of French is higher than the proportion of residents whose mother tongue is French. Zone 2, which has the lowest proportion of residents of French mother tongue of these three zones, makes the greatest use of French. It appears that not all of the French used by public servants in southern Ontario

is being used for communication with residents of southern Ontario. In the two zones which have a high proportion of residents of French mother tongue, however, the proportion of civil servants who use French in their work is below it, suggesting that some adaptation to English in these zones is taking place or is expected to take place just as in the case of residents of Other mother tongue.

It appears that the Ontario Government recognizes a distinctive status for both the French language and the French people. Mention has been made of the publications in French; the provision (of necessity) for two school systems; the recognition that French may be the first language of some municipalities; the unwritten rule that certain employees should be not only French-speaking but of French origin. A few of the departmental representatives interviewed concerning language policies and practices felt that the French language does have a special status in provincial affairs. Yet these were in a minority, and the special provisions for French fall far short of formal and institutionalized recognition of French as a second provincial language.

The majority of the departmental representatives interviewed emphasized that French is but one of several languages encountered in the public business of Ontario.

One senior civil servant with this outlook was uncompromising on the role of English as the language of Ontario (although accommodating in making arrangements for French-speaking employees and members of the public) but nevertheless felt quite strongly that in its contacts with Quebec the Ontario civil service should as a matter of courtesy be able to speak in French¹. His viewpoint appears to epitomize the government's approach, which could be generalized as a view that French has a distinctive status as a Canadian language which it does not have as an Ontario language. As a practical policy, this creates certain difficulties: how does one justify answering a letter from Quebec in French while refusing to do the same for a letter from Ontario?

The hypothesis that the Ontario Government accepts French as a Canadian language while resisting it as an Ontario language is consistent with the observation from the individual questionnaires that officials on the highest salary levels are more likely to use French in their work than those at lower salaries. The salary groups are not distinguished by differences in the amount of contact with the public that they reported. It may be

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1. It is not clear from the questionnaire responses whether in fact much of the French used by civil servants in their work is used in contacts with Quebec. The responses indicate not, but they are unreliable because of their internal contradictions.

inferred, however, that their contacts with the public are of a different sort. It is likely that the lower-paid civil servants who deal with the public are furnishing a specific service and meeting a specific population. On the higher salary levels, contacts with the public are likely more general in both subject matter and kind of contact. It is probably not too far-fetched to speculate that the higher-level officials may differ from the lower-level officials in being more sensitive to a demand for French, more willing to attempt it despite lack of fluency, and less concerned about exchanging exact meanings.

The hypothesis is also consistent with the high proportion of civil servants who feel that French would be useful in their work although they do not now use it. A considerable interest in learning French was said to exist among Ontario civil servants, but the Government does not at present offer any assistance in learning French.

To recapitulate, the use of French in the Ontario Government is not a function of the population composition in the way that the use of other non-English languages is, yet it would be difficult to support a contention that French has special status as a working language in Ontario's internal affairs. Whatever may be the future development of Ontario's language policy, it is unlikely to be set out formally since the Ontario preference appears to be for the unwritten rule.

VI.2 Ethnic Participation in the Ontario Public Service

All other things being equal one could expect the ethnic composition of the Ontario civil service to be similar to the ethnic composition of the Ontario population. Some such expectation must have been inferred from the earlier discussion of the composition of the service. An analysis of mother tongue composition is not, however, an analysis of ethnic composition. Since almost all Canadians are required, in census terms, to originate from outside North America, an ethnic group reported in the census is likely to contain a mixture of recent immigrants and persons whose ancestors came to Canada. In the last census over 40 per cent of people of non-British origin reported that their mother tongue was English, and conversely over one-fifth of those whose mother tongue was English reported non-British origin. It is extremely likely, then, that if the ethnic origin of the civil service had been known it would have appeared much less predominantly English than it appears from mother tongue alone.

While mother tongue is a less useful indicator of the population mix than ethnic origin, a further limitation on its usefulness in this study derives from the apparent fact that about three-quarters of the civil service respondents whose mother tongue was neither English nor

French have immigrated to Canada. Thus a study of their career characteristics in the Ontario civil service is, in a way, a study of immigrant adaptation and a particular employer.

A final qualification is that "all other things" are not necessarily equal for all ethnic groups: apart from such physical differences as may exist in, say, their age and sex composition, there may be differences in their career orientations and patterns which independently affect their entry into the civil service.

Having noted these qualifications, it may be observed that: (1) persons of French mother tongue and of Other mother tongue have a lower representation in the Ontario public service than in the Ontario population; and (2) they have characteristics that distinguish them from each other as well as from public servants of English mother tongue. These characteristics are reviewed below.

Civil Servants of French Mother Tongue

The typical lower-paid employee (that is, earning less than \$6,000 annually) of French mother tongue is a relatively unskilled person hired for a relatively unskilled job in the locality where he lives - generally northern Ontario. These employees have lower occupational qualifications than persons of other mother tongue who are in the same salary class (see Table 4.9, page 174); they are

younger (almost one-third being under 31) and have less education (close to two-fifths having only some degree of primary education). They appear, however, to have had more in-service training provided by the Government, and an extremely high proportion of those who have had some change of position have experienced a change (presumably an increase) in level of responsibility. This may indicate that they are receiving particularly intensive up-grading treatment but there is no other evidence on the point. If the lower-paid employees of French mother tongue are in fact drawn from local labour pools this explains their tendency to use French a great deal in their work, and to use it with fellow-employees only: they are French-speaking enclaves.

A special role of a different sort is filled by the relatively well-paid and professionalized staff of French mother tongue in those five departments with a high concentration of employees of French mother tongue - Agriculture, Education, Lands and Forests, Municipal Affairs and Transport. These employees use French in their work a great deal both with the public (with whom they have considerable contact) and with each other: they form enclaves based not on geography but on their professional and cultural ties with each other and with the French-

speaking communities of Ontario. Certain types of positions in these departments are informally reserved for French-speaking persons who should also, by preference, be of French origin. To this extent, the Ontario Government does create a special role for persons of French mother tongue, by maintaining a limited number of positions for such persons who wish to serve the French-speaking residents of the province.

There was no evidence to suggest that persons of French mother tongue are in any way barred from employment in other positions, yet the small number in such other positions has been noted. Undoubtedly the Ontario service includes in an unknown amount some persons who are of French origin but have been assimilated and consequently reported their mother tongue as English. The civil servants who are noticeably missing are those who have not been assimilated and have a middling educational level and a middling salary. It is worth remarking that the departments with a particularly low proportion of employees of French mother tongue are those departments concentrated in Toronto. Further, for three-quarters of the respondents to the individual questionnaire location of the job was a factor - although not the most important factor - in deciding them to enter the Ontario service. It may be, then, that the prospect of working in Toronto and working in English has failed to attract potential job applicants who are still a part of the French-speaking community.

Information on the ages of civil servants shows that the ratio of those of French mother tongue to those of English mother tongue is highest in the youngest age group, which suggests an increasing entry into the Ontario service by persons of French mother tongue (See Table 6.1) These are, however, precisely the employees who have a low level of both education and salary and they cannot be expected to fill the gap which has been observed. There is no information on applications for positions with the Ontario Government, and so no indication of whether the gap might result from recruitment practices or from selection practices. The loss for analytical purposes of much of the questionnaire data on civil servants of French mother tongue makes speculation on the explanations for their limited numbers extremely difficult.

Civil Servants of Other Non-English Mother Tongue

The relation between civil servants of a mother tongue other than English or French and immigration movements into Canada has been stressed previously. This relation probably accounts for most of the distinctive characteristics of the civil servants of Other mother tongue. They form a higher proportion of persons who entered the Ontario service in 1954-59 than of persons who have entered the Ontario service since 1959: this suggests that persons of

Other mother tongue have been entering at a lower rate since 1959 (which accords with the decline in immigration), or that they have been retained more successfully than person of English mother tongue. Probably both of these inferences are valid.

Persons of Other mother tongue who are earning less than \$6,000 annually have more education than others in their salary group. An unusually large proportion are between the ages of 31 and 45 and relatively few are less than 31. If this group is paid rather less than its qualifications indicate, it may be because it consists largely of immigrants who are not adjusting easily to Canada - immigrants who have language problems¹ or difficulty in finding the employment for which they are best qualified. It may in part be because a relatively large proportion (compared to civil servants of English mother tongue) are women.

Like the lower-paid employees of French mother tongue although to a lesser extent, the lower-paid civil servants of Other mother tongue tend to use languages other than English in their work, with the public if they have contacts

1. The Ontario Government as an employer is tolerant of employees with language problems. One civil servant interviewed regarding language policy and practice replied that his department had no language problems with the public but a good many in relations with its own employees.

with the public but with each other if they have not. A large proportion of these employees appear to have little contact with the public and are working in departments which reported little contact with the public.

The higher-paid civil servants of Other mother tongue have also relatively little contact with the public, and they tend to use languages other than English considerably less than the lower-paid. This probably means that fewer of them are working with colleagues who share a language other than English; that is, that they are being assimilated. One aspect of their assimilation to the language customs of civil servants of English mother tongue is their much greater use of French, in contrast to the languages used by the lower-paid employees of Other mother tongue.

Two of the distinctive characteristics of civil servants of Other mother tongue who earn less than \$6,000 annually are even more distinctive among those who earn higher salaries: high educational qualifications and a large proportion aged between 31 and 45. Few young persons of Other mother tongue are entering the Ontario service, which supports the proposition that it has benefitted from a large inflow of experienced and well-educated immigrants. The proposition can be developed further to suggest that this phenomenon is not likely to recur unless the kind of international

factors which encouraged large-scale migrations in the 1950's

Table 6.1 Birthdates of Ontario Civil Servants by Mother Tongue

- ratio -		
<u>Date of Birth</u>	<u>Other mother tongue/English</u>	<u>French mother tongue/English¹</u>
Before 1921	1/8.2	1/31.3
1921-1935	1/5.4	1/26.7
1936 or later	1/9.0	1/23.7

recur. Barring such recurrence, it seems probable that employees of Other mother tongue will become relatively fewer in the Ontario civil service in future years.

There are indications, as noted in Chapter IV, that the civil servants of Other mother tongue who earn \$6,000 or more annually are not earning as much relative to their qualifications as the civil servants of English mother tongue in the same salary group. But in this connection the date of entry into the service is of great importance. Of those who have entered since 1959, 20 per cent of the civil servants of Other mother tongue are earning \$10,000 or more and 35 per cent of those of English mother tongue are. Very similarly, among those who entered the service before 1954 the respective percentages are 26 and 36 per cent. Of the civil servants who joined the service between 1953 and 1960, however, and are now earning \$6,000 a year or more,

1. Civil servants of French mother tongue who answered the questionnaire in French are included.

approximately one-third are earning \$10,000 or more - whether of English mother tongue or of Other mother tongue. Again, the exceptional quality of those of Other mother tongue who entered the civil service in those years is indicated. It seems probable that the relatively poor competitive performance (in salary terms) of civil servants of Other mother tongue who have joined since 1959 is the result of their relative qualifications, although this cannot be certainly known.

In certain characteristics the civil servants of Other mother tongue who are earning \$6,000 or more a year - particularly those who entered between 1953 and 1960 - are strikingly like the civil servants of English mother tongue who are earning \$10,000 or more. In educational level, sex, first job on leaving school, and reported occupation of father, the two groups are indistinguishable. Assuming that there are no significant occupation differences between the two - and there is no information on the type of work being done by the civil servants who answered the questionnaire - it seems very probable that in the next ten years civil servants of Other mother tongue should advance to the most senior positions in the Ontario civil service to an extent disproportionate with their total numbers in the service. The hold of the British Isles on the position of deputy minister may be broken.

Civil Servants of English Mother Tongue

The characteristics of Ontario civil servants whose mother tongue is English are set out in Chapter IV and do not require repetition. These are the backbone of the service in that they maintain a steady flow into it, in contrast with the more erratic spurts of entry (or of exit) of persons of other mother tongues. Quite apart from such income-related differences among them as sex, education, family background, etcetera, the civil servants of English mother tongue are a heterogeneous group. Just over 13 per cent of them in total received most of their first schooling outside Canada and the proportion rises to over one-fifth in the group of departments with the highest concentration of persons of English mother tongue. Although the origin of the employees who were educated outside Canada is not known, a high proportion are probably British since Ontario House (a branch of the Department of Economics and Development) recruits actively for the Government in London, England.

Almost all of the departments which have very extensive contacts with the public, with other government agencies, and with Ontario municipalities are departments with a high concentration of employees of English mother tongue. Some of them also have a high concentration of employees of French mother tongue, but almost none have any large

proportion of employees of Other mother tongue. Whether this indicates some significant occupational differences between the mother tongue groups is not known.

Concluding Remarks

This study has been an attempt at a descriptive analysis, and not a prescriptive analysis, of language use and ethnic participation in the Ontario public service. The language practices of the service are entirely a matter of Government policy, and any changes which the Government decided to adopt could probably be initiated without difficulty, although gradually, department by department.

The ethnic composition of the civil service is a different matter; one on which the Government would hardly feel it had the right to adopt a policy. In the first place, the Government policy is that merit should be the sole criterion in selection and promotion of public servants. Secondly, the Government prohibits inquiry by employers - including itself - into those characteristics which would be the basis of discriminatory treatment: ethnic origin, place of birth, religion and mother tongue (and those two which are harder to conceal: sex and age). This makes favourable discrimination as difficult as unfavourable discrimination. If the Government felt that it had in some way overlooked the contribution which persons

of some particular ethnic origin might be able to make to the public service, the farthest extent to which it could go is a re-examination of its recruitment practices to ensure that it is reaching the widest variety of potential applicants. It would not be at all realistic, however, to expect any change in the conditions of service in the government, the chief of which in this context is that the senior public servant must be prepared to work in English. Given this basic policy his assimilation into the English-language community is not something with which the Government could be concerned.



ONTARIO
CIVIL SERVICE COMMISSION
OFFICE OF THE CHAIRMAN

TO: The Public Servant Recipient of the Enclosed Questionnaire

We wish to request your co-operation in a study of the Ontario Public Service which the Royal Commission on Bilingualism and Biculturalism is undertaking with the co-operation of the Ontario Government. The principal themes of this study are the use of English, French and other languages in the Service, and the characteristics of the development of careers in the Public Service.

In order to carry out this task, we are attempting to obtain information directly from a selected group of public servants. Your co-operation is indispensable to the success of the project.

The questionnaire which is enclosed will be used only for statistical purposes and does not require your signature. When you complete the questionnaire, return it directly in the envelope provided. Only those responsible for the research will have access to this material. Please complete the questionnaire on the day you receive it.

You may reply either in English or in French since both versions of the questionnaire are supplied.

A handwritten signature in cursive script, reading "D.J. Collins".

D.J. COLLINS
Chairman
Civil Service Commission

QUESTIONNAIRE

INSTRUCTIONS

1. You have been provided with two versions of the same questionnaire; one in English and one in French. Please use the questionnaire you prefer.
2. Read each question carefully and the choice of answers that correspond to it.
3. To answer, please note that you should:

FIRST circle the number of your answer on the questionnaire itself;

SECOND fill in the space on the answer sheet which corresponds to the number of your answer. Please be sure to use the line having the same number as the question.

EXAMPLE

Questionnaire

Q 71 If you ever use a language other than English in your work, how frequently do you use it?

- ①. Occasionally
2. Quite often

3. Very often
4. I use only English at work

Number of the
question

FIRST
Circle the number
of your answer

SECOND
Fill the space
corresponding
to the number
of your answer

Answer Sheet

20	0 1 2 3 4 5 6 7 8 9	70	0 1 2 3 4 5 6 7 8 9
21	0 1 2 3 4 5 6 7 8 9	71	0 1 2 3 4 5 6 7 8 9
22	0 1 2 3 4 5 6 7 8 9	72	0 1 2 3 4 5 6 7 8 9
23	0 1 2 3 4 5 6 7 8 9		

4. Use a soft, not too pointed lead pencil.
5. If you have to skip some questions according to instructions, skip the corresponding lines on the answer sheet.
6. Mail your completed questionnaire and answer sheet in the enclosed return envelope.

PLEASE READ ALL INSTRUCTIONS AND ACT ACCORDINGLY. BEFORE YOU START ANSWERING THE QUESTIONS, STUDY THE EXAMPLE ABOVE CLOSELY.

Q 1 Sex:

1. Male

2. Female

Q 2 Birth date:

1. 1910 or before

6. 1931 - 1935

2. 1911 - 1915

7. 1936 - 1940

3. 1916 - 1920

8. 1941 - 1945

4. 1921 - 1925

9. 1946 or later

5. 1926 - 1930

Q 3 Marital status:

1. Single

3. Widowed

2. Married

4. Separated or divorced

Q 4 Number of children:

1. None

4. Three

2. One

5. Four or more

3. Two

Q 5 Which one of the following is the closest to describing your father's occupation during most of his life?

1. Managerial

6. Unskilled labourer

2. Professional or teaching

7. Farm worker

3. Clerical or stenographic

8. Sales or service

4. Technical or skilled tradesman

9. Other

5. Farm-owner

Q 6 What is the highest level of education that you have attained?

1. Primary

6. Master's degree

2. 1 - 3 years high school

7. Doctorate

3. 4 years high school

8. Other professional degree

4. 5 years high school

9. Technical or business diploma

5. Bachelor's degree

Q 7 Where did you take most of your primary and secondary schooling?

- | | |
|------------------------|------------------------------|
| 1. Atlantic Provinces | 4. B.C. or Prairie Provinces |
| 2. Province of Quebec | 5. Not in Canada |
| 3. Province of Ontario | |

Q 8 What was the main language of instruction during most of your primary and secondary schooling?

- | | |
|------------|------------------------------------|
| 1. English | 2. Other language (Please specify) |
|------------|------------------------------------|

NOTE: IF YOU HAVE NOT ATTENDED UNIVERSITY, PLEASE OMIT THE NEXT THREE QUESTIONS AND PROCEED TO QUESTION 12

Q 9 Where did you take your undergraduate training?

1. An Atlantic Provinces university
2. A Quebec university
3. An Ontario university
4. A Western Canadian university
5. Another university, not in Canada

Q 10 Which of the following is the closest designation of the field of specialization of your university education?

- | | |
|--|--------------------------|
| 1. Physical, mathematical or biological sciences | 5. Other social sciences |
| 2. Engineering | 6. Humanities |
| 3. Economics or commerce | 7. Medical sciences |
| 4. Public administration or political science | 8. Law |
| | 9. Other |

Q 11 What was the main language of instruction during most of your university education?

- | | |
|------------|------------------------------------|
| 1. English | 2. Other language (Please specify) |
|------------|------------------------------------|

NOTE: IF YOU HAVE NOT TAKEN ANY TECHNICAL OR VOCATIONAL TRAINING, PLEASE OMIT THE NEXT THREE QUESTIONS AND PROCEED TO QUESTION 15.

Q 12 In what kind of school did you take your technical or vocational training?

1. Trade school or apprenticeship
2. Secondary school
3. Business school
4. Post-secondary technical institute
5. Correspondence course
6. Other

Q 13 Where did you take your technical or vocational training?

- | | |
|-------------------------------|------------------|
| 1. Ontario | 3. Other country |
| 2. Canada, other than Ontario | |

Q 14 What was the main language of instruction in most of your technical or vocational training?

- | | |
|------------|------------------------------------|
| 1. English | 2. Other language (Please specify) |
|------------|------------------------------------|

Q 15 In your last years at school, did you have any specific occupational goal in mind?

- | | |
|--------------------|---------|
| 1. Yes, definitely | 3. None |
| 2. Had some idea | |

Q 16 In your last years at school, what sort of organization did you think you would work for?

- | | |
|--------------------------|---------------------------|
| 1. Large company | 6. Independent profession |
| 2. Small company | 7. Own business |
| 3. Provincial government | 8. Other |
| 4. Other government | 9. Had no particular idea |
| 5. Teaching | |

Q 17 What kind of work did you do in your first full-time job after leaving school?

- | | |
|--|---------------------|
| 1. Clerical or stenographic | 6. Farming |
| 2. Professional or teaching | 7. Housewife |
| 3. Managerial | 8. Sales or service |
| 4. Technical or skilled trades-
man | 9. Other |
| 5. Labourer | |

Q 18 How many years in total have you spent working outside the Ontario civil service? (Do not count military service or summer employment.)

- | | |
|--------------------|-----------------------|
| 1. Not applicable | 5. 7 - 10 years |
| 2. 2 years or less | 6. 11 - 14 years |
| 3. 3 - 4 years | 7. 15 - 18 years |
| 4. 5 - 6 years | 8. More than 18 years |

Q 19 Have you at any time worked for another civil service? If so, please indicate which one.

- | | |
|-------------------------------------|------------------------------|
| 1. None | 4. A municipal civil service |
| 2. Federal civil service | 5. Other |
| 3. Another provincial civil service | |

Q 20 Before entering the Ontario civil service, how many different full-time jobs did you have?

- | | |
|---------|-----------------|
| 1. None | 4. Three |
| 2. One | 5. Four |
| 3. Two | 6. Five or more |

NOTE: LISTED BELOW ARE SOME POSSIBLE REASONS FOR JOINING THE ONTARIO CIVIL SERVICE. PLEASE ANSWER EACH OF THE QUESTIONS INDICATING WHICH REASONS APPLIED TO YOU WHEN YOU JOINED THE SERVICE

Q 21 Good opportunities for promotion:

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

Q 22 It offered job security:

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

Q 23 It offered the work I wanted to do:

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

Q 24 I was dissatisfied with the job I had:

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

Q 25 Good salary schedule:

1. Yes

2. No

Q 26 Public service had a special appeal for me:

1. Yes

2. No

Q 27 It was the best offer I had at the time:

1. Yes

2. No

Q 28 Some of my friends were already in the civil service:

1. Yes

2. No

Q 29 The job was located where I wanted to work:

1. Yes

2. No

Q 30 I had other reasons not listed here:

1. Yes

2. No

Q 31 Which of the reasons listed above was the most important one influencing your decision to join the Ontario civil service? (Please circle one answer only.)

0. Q 21

5. Q 26

1. Q 22

6. Q 27

2. Q 23

7. Q 28

3. Q 24

8. Q 29

4. Q 25

9. Q 30

Q 32 In what year did you first start working for the Ontario civil service?

1. 1963 or later

6. 1948 - 1950

2. 1960 - 1962

7. 1945 - 1947

3. 1957 - 1959

8. 1942 - 1944

4. 1954 - 1956

9. 1941 or before

5. 1951 - 1953

Q 39 How large is the community in which you now work?

- | | |
|--------------------------------------|---|
| 1. Rural community | 4. City of over 50,000 (other than Toronto) |
| 2. Town of less than 10,000 | 5. Metropolitan Toronto area |
| 3. City of between 10,000 and 50,000 | |
-

Q 40 Are you now working in the same department, agency or crown corporation as when you first started working in the Ontario civil service?

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|
-

Q 41 In how many different departments, agencies or crown corporations have you worked while employed in the Ontario civil service?

- | | |
|----------|-----------------|
| 1. One | 4. Four |
| 2. Two | 5. Five or more |
| 3. Three | |
-

Q 42 In how many different Ontario communities have you worked while employed in the Ontario civil service?

- | | |
|----------|-----------------|
| 1. One | 4. Four |
| 2. Two | 5. Five or more |
| 3. Three | |
-

Q 43 Has your employment in the Ontario civil service been continuous since you entered it? (Apart from interruptions for military service or educational leave)

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|
-

Q 44 How many years in total have you worked in the Ontario civil service? (Do not include summer employment, if any.)

- | | |
|--------------------|-----------------------|
| 1. 2 years or less | 5. 11 - 14 years |
| 2. 3 - 4 years | 6. 15 - 18 years |
| 3. 5 - 6 years | 7. More than 18 years |
| 4. 7 - 10 years | |
-

Q 45 How many years have you worked for the department or agency where you now work?

- | | |
|--------------------|-----------------------|
| 1. 2 years or less | 5. 11 - 14 years |
| 2. 3 - 4 years | 6. 15 - 18 years |
| 3. 5 - 6 years | 7. More than 18 years |
| 4. 7 - 10 years | |
-

Q 46 What is the annual salary you receive at the present time? (not including overtime or other secondary income)

1. My salary is under \$10,000

2. My salary is \$10,000 or over

Q 47 Please indicate your salary in either A or B.

A. Salaries under \$10,000

B. Salaries of \$10,000 and over

1. 1,999 or less

1. 10,000 - 10,999

2. 2,000 - 2,999

2. 11,000 - 11,999

3. 3,000 - 3,999

3. 12,000 - 12,999

4. 4,000 - 4,999

4. 13,000 - 13,999

5. 5,000 - 5,999

5. 14,000 - 14,999

6. 6,000 - 6,999

6. 15,000 - 15,999

7. 7,000 - 7,999

7. 16,000 - 16,999

8. 8,000 - 8,999

8. 17,000 - 17,999

9. 9,000 - 9,999

9. 18,000 or over

Q 48 How long have you been in your present position?

1. Less than one year

4. 5 - 6 years

2. 1 - 2 years

5. 7 - 10 years

3. 3 - 4 years

6. More than 10 years

Q 49 How many significantly different positions have you held within the Ontario civil service?

1. One

4. Four

2. Two

5. Five

3. Three

6. Six or more

Q 50 When did you make your last significant change of position within the Ontario civil service?

1. Not applicable; have not had a significant change

5. 1962

2. 1965 or 1966

6. 1961

3. 1964

7. 1960

4. 1963

8. 1959

9. 1958 or before

NOTE: IF YOUR ANSWER TO QUESTION 50 was 1 (Not applicable), PLEASE OMIT THE NEXT SEVEN QUESTIONS AND PROCEED TO QUESTION 58

Q 51 Which of the following was the most important factor in the change?
(Circle one answer only.)

1. Change from one department or agency to another
2. Change from one branch to another within same department
3. Change in level of responsibility
4. Change in type of work
5. Change in salary
6. Change in departmental organization
7. Other change

Q 52 How did you learn about the opportunity to make the change?
(Circle one answer only.)

1. Public advertisement
2. Advertisement within your department
3. Advertisement within the service
4. Word of mouth
5. Other means

Q 53 Did you obtain the position by:
(Circle one answer only.)

1. Written examination only
2. Written examination and interview
3. Selection board without examination
4. Interview only

Q 54 When did you make the last significant change within the Ontario civil service before the one referred to in Question 50?

- | | |
|---|-------------------|
| 1. Not applicable; have had only one significant change | 5. 1962 |
| 2. 1965 or 1966 | 6. 1961 |
| 3. 1964 | 7. 1960 |
| 4. 1963 | 8. 1959 |
| | 9. 1958 or before |

NOTE: IF YOUR ANSWER TO QUESTION 54 WAS 1 (Not applicable), PLEASE OMIT THE NEXT THREE QUESTIONS AND PROCEED TO QUESTION 58.

Q 55 Which of the following was the most important factor in the change?
(Circle one answer only.)

1. Change from one department or agency to another
2. Change from one branch to another within the same department
3. Change in level of responsibility
4. Change in type of work
5. Change in salary
6. Change in departmental organization
7. Other change

Q 56 How did you learn about the opportunity to make the change?
(Circle one answer only.)

1. Public advertisement
2. Advertisement within your department
3. Advertisement within the service
4. Word of mouth
5. Other means

Q 57 Did you obtain the position by:
(Circle one answer only.)

1. Written examination only
2. Written examination and interview
3. Selection board without examination
4. Interview only

Q 58 How often does your work bring you into personal contact with other departments or agencies of the Government of Ontario?

- | | |
|--|---------------------------------------|
| 1. Never | 3. Quite often - about once a week |
| 2. Occasionally - less than once a month | 4. Very often - more than once a week |

Q 59 How often does your work bring you into telephone contact with other departments or agencies of the Government of Ontario?

- | | |
|--|---------------------------------------|
| 1. Never | 3. Quite often - about once a week |
| 2. Occasionally - less than once a month | 4. Very often - more than once a week |

-
- Q 60 How often does your work bring you into contact in writing with other departments or agencies of the Government of Ontario?
- | | |
|--|---------------------------------------|
| 1. Never | 3. Quite often - about once a week |
| 2. Occasionally - less than once a month | 4. Very often - more than once a week |
-
- Q 61 Which of the following best describes the amount of contact you have, either in writing or in person, with civil servants in the Government of Quebec?
- | | |
|------------|-----------------|
| 1. None | 3. Fair |
| 2. Limited | 4. Considerable |
-
- Q 62 If you have contacts with civil servants in the Government of Quebec, what language is used?
- | | |
|--------------------------------|-------------------------------------|
| 1. No contact | 4. English and French about equally |
| 2. Only English | 5. Mainly French, some English |
| 3. Mainly English, some French | 6. Only French |
-
- Q 63 Which of the following best describes the amount of contact you have, in writing or by telephone or in person, with municipal governments in Ontario?
- | | |
|------------|-----------------|
| 1. None | 3. Fair |
| 2. Limited | 4. Considerable |
-
- Q 64 If you have contacts with municipal governments in Ontario, what language is used?
- | | |
|--------------------------------|-------------------------------------|
| 1. No contact | 4. English and French about equally |
| 2. Only English | 5. Mainly French, some English |
| 3. Mainly English, some French | 6. Only French |
-
- Q 65 How often does your work bring you into personal contact with members of the public?
- | | |
|-----------------|----------------|
| 1. Never | 3. Quite often |
| 2. Occasionally | 4. Very often |
-

Q 66 How often does your work bring you into contact by telephone with members of the public?

- | | |
|-----------------|----------------|
| 1. Never | 3. Quite often |
| 2. Occasionally | 4. Very often |
-

Q 67 How often does your work bring you into contact in writing with members of the public?

- | | |
|-----------------|----------------|
| 1. Never | 3. Quite often |
| 2. Occasionally | 4. Very often |
-

Q 68 Do you ever use a language other than English in the course of your work?

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|
-

Q 69 If you ever use a language other than English in your work, which language do you use most often?

- | | |
|-----------------------|---------------------------|
| 1. I use only English | 5. Ukrainian |
| 2. French | 6. Polish |
| 3. German | 7. Netherlands |
| 4. Italian | 8. Other (Please specify) |
-

Q 70 If you ever use a language other than English in your work, with whom do you use it?

- | | |
|------------------------------------|---|
| 1. I use only English at work | 3. With both fellow workers and members of the public |
| 2. With members of the public only | 4. With fellow workers only |
-

Q 71 If you ever use a language other than English in your work, how frequently do you use it?

- | | |
|-----------------|-------------------------------|
| 1. Occasionally | 3. Very often |
| 2. Quite often | 4. I use only English at work |
-

Q 72 Do you think it would be useful personally to know another language in addition to English?

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|
-

Q 73 If it would be useful personally to know another language, which one would be the most useful?

1. French
2. German
3. Italian
4. Ukrainian
5. Polish

6. Netherlands
 7. Other (Please specify)
 8. Another language would not be useful to me personally
-

Q 74 Do you think it would be useful in your work to know another language in addition to English?

1. Yes

2. No

Q 75 If it would be useful in your work to know another language, which one would be the most useful?

1. French
2. German
3. Italian
4. Ukrainian
5. Polish

6. Netherlands
 7. Other (Please specify)
 8. Another language would not be useful in my work
-

Q 76 While in the Ontario civil service have you taken any educational courses sponsored or assisted by the Ontario Government? (either in-service or external, and including educational leave of absence).

1. Yes

2. No

Q 77 While in the Ontario civil service have you taken any external courses, on your own initiative, related to your career or profession?

1. Yes

2. No

Q 78 If you were to leave the Ontario civil service now, into what sort of work would you go?

1. Self-employment
2. Work for a large company
3. Work for a small company
4. Teaching
5. Another civil service

6. Housework
 7. Other employment
 8. Retirement
 9. Don't know
-

Q 79 Are you a member of the Ontario Civil Service Association?

1. Yes

2. No

Q 80 Are you a member of a professional association related to your work?

1. Yes

2. No

Q 81 What aspect of your present job gives you least satisfaction? (Circle one answer only.)

- 1. My fellow workers
- 2. Too little chance for initiative
- 3. Too much routine
- 4. Salary

- 5. Opportunities for promotion too limited
 - 6. Location of work
 - 7. Don't like the type of work
 - 8. Some other aspect not listed
-

NOTE: THE ANSWERS TO THE QUESTIONS WHICH FOLLOW SHOULD NOT BE RECORDED ON THE ANSWER SHEET. PLEASE CONTINUE, MARKING YOUR ANSWERS ON THE QUESTIONNAIRE ONLY

Q 82 Listed below are 12 factors which people might look for in a job. Please rank them in order of their importance to you, with 1 as the most important, and 12 as the least important. Put the appropriate number in front of each one.

- () achievement and accomplishment
- () working conditions
- () salary
- () chances for promotion
- () chances for experience and growth in skills
- () security

- () nature of work
 - () prestige and status
 - () recognition of work
 - () relationships among employees
 - () supervision
 - () responsibility
-

Q 83 What language or languages do you read well?

- 1. English
- 2. French
- 3. German
- 4. Italian
- 5. Ukrainian

- 6. Polish
 - 7. Hebrew or Yiddish
 - 8. Netherlands
 - 9. Other (Please specify)
-

Q 84 What language or languages do you write well?

- | | |
|--------------|---------------------------|
| 1. English | 6. Polish |
| 2. French | 7. Hebrew or Yiddish |
| 3. German | 8. Netherlands |
| 4. Italian | 9. Other (Please specify) |
| 5. Ukrainian | |
-

Q 85 What language or languages do you understand well when spoken?

- | | |
|--------------|---------------------------|
| 1. English | 6. Polish |
| 2. French | 7. Hebrew or Yiddish |
| 3. German | 8. Netherlands |
| 4. Italian | 9. Other (Please specify) |
| 5. Ukrainian | |
-

Q 86 What language or languages do you speak well?

- | | |
|--------------|---------------------------|
| 1. English | 6. Polish |
| 2. French | 7. Hebrew or Yiddish |
| 3. German | 8. Netherlands |
| 4. Italian | 9. Other (Please specify) |
| 5. Ukrainian | |
-

Q 87 What language do you regard as your mother tongue?

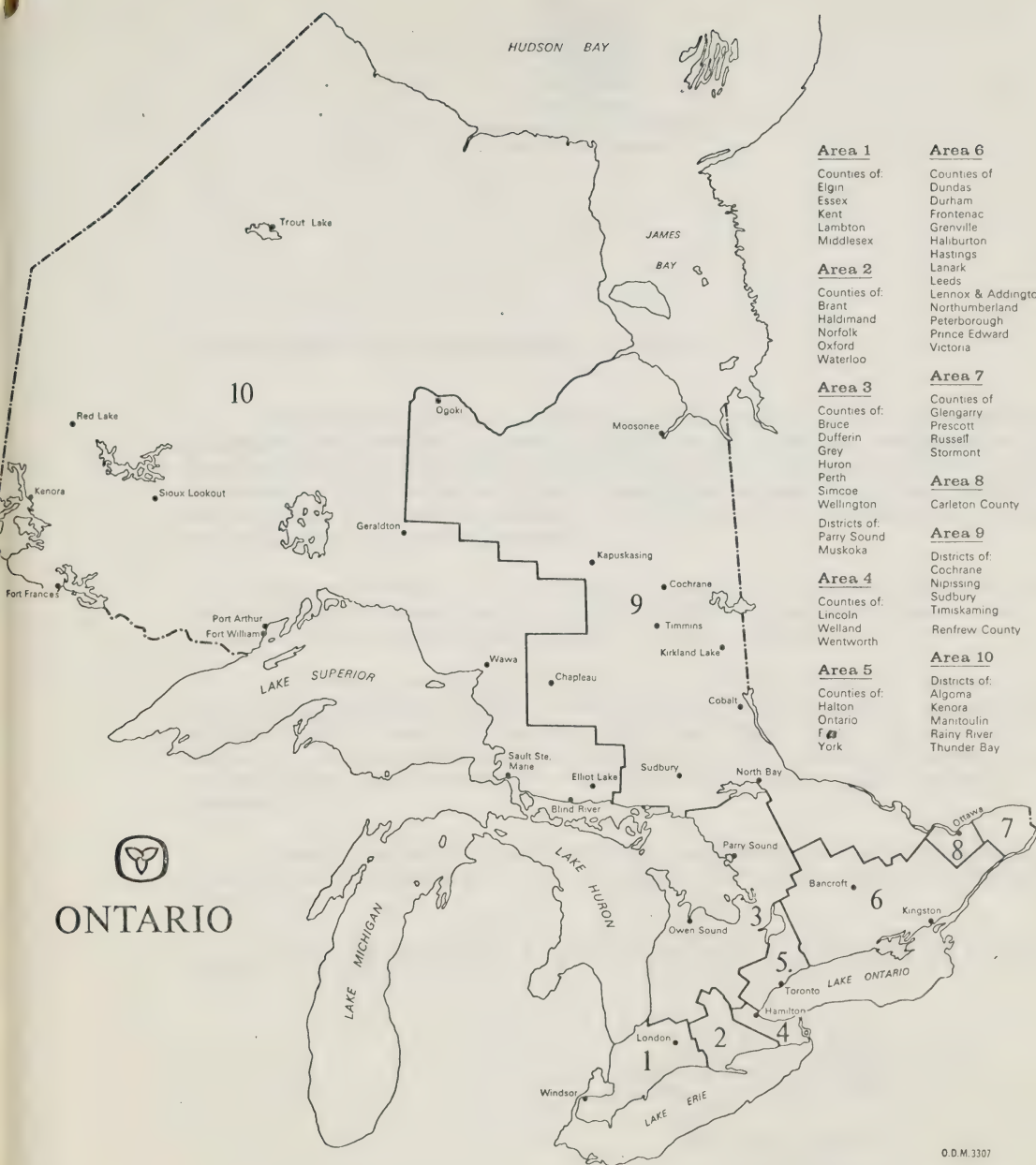
- | | |
|--------------|---------------------------|
| 1. English | 6. Polish |
| 2. French | 7. Hebrew or Yiddish |
| 3. German | 8. Netherlands |
| 4. Italian | 9. Other (Please specify) |
| 5. Ukrainian | |
-

Q 88 What was the location of your first Ontario civil service job?
(On the next page is a map of the Province of Ontario divided into regions, each region with a number. Please choose the appropriate number on the map and circle the same number below.)

1 : 2 : 3 : 4 : 5 : 6 : 7 : 8 : 9 : 10 :

Q 89 What is the location of your present job? (Please choose the appropriate number on the map and circle the same number below.)

1 : 2 : 3 : 4 : 5 : 6 : 7 : 8 : 9 : 10 :





ONTARIO
CIVIL SERVICE COMMISSION
OFFICE OF THE CHAIRMAN

Aux destinataires du questionnaire ci-joint

La Commission royale d'enquête sur le bilinguisme et le biculturalisme entreprend en coopération avec le gouvernement ontarien, une étude sur la Fonction publique d'Ontario, projet auquel nous souhaitons vivement votre concours. Cette étude porte sur l'usage des langues (anglais, français et autres) dans la Fonction publique, et sur les points marquants du déroulement des carrières des fonctionnaires.

En vue de mener à bien ce travail, nous faisons en sorte d'obtenir les renseignements nécessaires d'un groupe choisi de fonctionnaires. Votre concours est indispensable au succès de cette étude.

On n'utilisera le questionnaire ci-joint qu'à des fins statistiques: il ne faut donc pas le signer. Dès que vous l'aurez rempli, auriez-vous l'obligeance de nous le retourner dans l'enveloppe fournie à cet effet? Seuls les responsables de cette recherche y auront accès. Nous vous serions reconnaissants de répondre à ce questionnaire le jour même où vous le recevrez.

Comme nous vous avons envoyé le questionnaire en deux exemplaires, l'un français, l'autre anglais, vous pourrez répondre dans la langue qu'il vous plaira.

Nous vous remercions à l'avance de votre collaboration et nous vous prions d'accepter l'expression de nos meilleurs sentiments.

A handwritten signature in cursive script, reading "D.J. Collins".

D.J. COLLINS
Président
Commission du service civil

QUESTIONNAIRE

DIRECTIVES.

1. Vous avez en main deux exemplaires du même questionnaire, l'un français et l'autre anglais. Nous vous prions de répondre dans la langue de votre choix.
2. Lisez attentivement chaque question et les différentes réponses correspondantes.
3. En répondant, prenez bien note de ceci:

PREMIEREMENT, encerclez le numéro de votre réponse sur le questionnaire lui-même;

DEUXIEMEMENT, remplissez l'espace prévu au numéro correspondant sur la feuille - réponse. Faites bien attention de toujours utiliser la ligne portant le même numéro que la question.

EXEMPLE

Questionnaire

Q 71 Si vous utilisez une autre langue que l'anglais au travail, vous en servez-vous fréquemment?

1. parfois
2. assez souvent

3. très souvent
4. je n'utilise que l'anglais au travail

Numéro de la question

D'ABORD
Encerclez le numéro de votre réponse

ENSUITE
Remplissez l'espace correspondant au numéro de votre réponse

Feuille-réponse

20	0 1 2 3 4 5 6 7 8 9	70	0 1 2 3 4 5 6 7 8 9
21	0 1 2 3 4 5 6 7 8 9	71	0 1 2 3 4 5 6 7 8 9
22	0 1 2 3 4 5 6 7 8 9	72	0 1 2 3 4 5 6 7 8 9
23	0 1 2 3 4 5 6 7 8 9		

4. Employez un crayon à mine douce (graphite), modérément effilé.
5. Si selon les directives vous devez sauter certaines questions, sauter aussi les lignes correspondantes sur la feuille-réponse.
6. Expédiez votre questionnaire dûment rempli dans l'enveloppe fournie à cet effet.

LISEZ ATTENTIVEMENT TOUTES LES DIRECTIVES ET SUIVEZ-LES SCRUPULEUSEMENT. AVANT DE REPOUDRE, REGARDEZ BIEN L'EXEMPLE CI-HAUT.

COMMENCEZ ICI

Q 1 Sexe:

1. masculin

2. féminin

Q 2 Date de naissance:

1. 1910 ou avant

6. 1931 - 1935

2. 1911 - 1915

7. 1936 - 1940

3. 1916 - 1920

8. 1941 - 1945

4. 1921 - 1925

9. 1946 ou après

5. 1926 - 1930

Q 3 Etat civil:

1. célibataire

3. veuf (veuve)

2. marié (e)

4. séparé (e) ou divorcé (e)

Q 4 Nombre d'enfants:

1. aucun

4. trois

2. un

5. quatre ou plus

3. deux

Q 5 Laquelle des catégories suivantes décrit le mieux l'occupation de votre père durant la majeure partie de sa vie?

1. administration

6. manoeuvre

2. profession libérale ou enseignement

7. salarié agricole

3. employé de bureau

8. vente et services

4. technicien ou ouvrier spécialisé

9. autre occupation

5. cultivateur

Q 6 Quel est votre niveau d'instruction?

1. études primaires

6. maîtrise ou licence

2. 1 à 3 ans d'études secondaires

7. doctorat

3. 4 ans d'études secondaires

8. autre diplôme professionnel

4. 5 ans d'études secondaires

9. brevet commercial ou

5. baccalauréat

technique

Q 7 Où avez-vous fait la majeure partie de vos études primaires et secondaires?

- | | |
|------------------------------|----------------------------|
| 1. provinces de l'Atlantique | 4. Colombie Britannique ou |
| 2. province de Québec | provinces des Prairies |
| 3. province d'Ontario | 5. à l'étranger |

Q 8 En quelle langue principalement avez-vous reçu votre éducation primaire et secondaire?

- | | |
|---------------|-----------------------------------|
| 1. en anglais | 2. en une autre langue (précisez) |
|---------------|-----------------------------------|

SI VOUS N'AVEZ PAS FREQUENTE L'UNIVERSITE, S.V.P. NE REPONDEZ PAS AUX TROIS QUESTIONS SUIVANTES ET PASSEZ A LA QUESTION 12.

Q 9 Où avez-vous suivi votre cours secondaire jusqu'au baccalauréat? (Undergraduate training)?

1. dans une université des provinces de l'Atlantique
2. dans une université du Québec ou un collège classique
3. dans une université de l'Ontario
4. dans une université de l'ouest du Canada
5. à l'étranger

Q 10 Laquelle des disciplines suivantes se rapproche le plus de votre spécialisation universitaire?

- | | |
|--|---------------------------------|
| 1. physique, mathématiques
ou biologie | 5. les autres sciences sociales |
| 2. génie | 6. humanités |
| 3. économie ou commerce | 7. médecine |
| 4. administration publique ou
sciences politiques | 8. droit |
| | 9. autre discipline |

Q 11 En quelle langue principalement avez-vous fait vos études universitaires?

- | | |
|---------------|-----------------------------------|
| 1. en anglais | 2. en une autre langue (précisez) |
|---------------|-----------------------------------|

SI VOUS N'AVEZ PAS FREQUENTE UNE ECOLE TECHNIQUE OU DE METTIERS, NE REPONDEZ PAS AU TROIS QUESTIONS SUIVANTES ET PASSEZ IMMEDIATEMENT A LA QUESTION 15.

Q 12 A quel genre d'école avez-vous appris votre métier ou reçu votre formation technique?

1. école de métiers ou d'apprentissage
2. école secondaire
3. école commerciale
4. institut technique post-secondaire
5. cours par correspondance
6. autre institution

Q 13 Où avez-vous reçu cette éducation?

- | | |
|-------------------------------|-----------------|
| 1. en Ontario | 3. à l'étranger |
| 2. au Canada, sauf en Ontario | |

Q 14 En quelle langue principalement avez-vous reçu cette éducation?

- | | |
|---------------|-----------------------------------|
| 1. en anglais | 2. en une autre langue (précisez) |
| | _____ |

Q 15 Au cours de vos dernières années d'études, aviez-vous des plans de carrières précis?

- | | |
|--|----------|
| 1. oui, certainement | 3. aucun |
| 2. j'avais des plans, mais pas précis. | |

Q 16 Au cours de vos dernières années d'études, aviez-vous une idée du genre d'entreprise pour laquelle vous désiriez travailler?

- | | |
|----------------------------|-------------------------------------|
| 1. grande entreprise | 6. pratique privée d'une profession |
| 2. petite entreprise | 7. à mon compte |
| 3. gouvernement provincial | 8. autre entreprise |
| 4. autre gouvernement | 9. je n'avais aucune idée précise |
| 5. enseignement | |

Q 17 A la fin de vos études, quel a été votre premier travail à plein temps?

- | | |
|--|-----------------------------------|
| 1. employé de bureau | 6. cultivateur |
| 2. profession libérale ou enseignement | 7. le travail de maison, ménagère |
| 3. administration | 8. vente et services |
| 4. technicien ou ouvrier spécialisé | 9. autre |
| 5. manoeuvre | |

Q 18 Pendant combien d'années en tout avez-vous travaillé ailleurs qu'à la Fonction publique d'Ontario?

(Ne tenez compte ni des emplois d'été, ni du service militaire).

- | | |
|-------------------|-------------------|
| 1. jamais | 5. 7 à 10 ans |
| 2. 2 ans ou moins | 6. 11 à 14 ans |
| 3. 3 à 4 ans | 7. 15 à 18 ans |
| 4. 5 à 6 ans | 8. plus de 18 ans |

Q 19 Avez-vous déjà été fonctionnaire ailleurs qu'à la Fonction publique d'Ontario? Si oui, indiquez où.

- | | |
|---|------------------------------|
| 1. non | 4. administration municipale |
| 2. fonction publique fédérale | 5. autre service |
| 3. fonction publique d'une autre province | |

Q 20 Avant de devenir fonctionnaire de la province d'Ontario, combien avez-vous eu d'emplois différents à plein temps?

- | | |
|----------|-----------------|
| 1. aucun | 4. trois |
| 2. un | 5. quatre |
| 3. deux | 6. cinq ou plus |

VOUS TROUVEREZ ICI QUELQUES RAISONS QUI AURAIENT PU VOUS INCITER A ENTRER DANS LA FONCTION PUBLIQUE D'ONTARIO. A CHAQUE QUESTION, INDIQUEZ SI OUI OU NON LA RAISON EVOQUEE EST VALABLE POUR VOUS.

Q 21 Bonnes chances d'avancement:

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 22 L'emploi était stable:

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 23 C'était justement l'emploi que je cherchais:

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 24 Je n'aimais pas mon emploi précédent:

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 25 Bonne échelle de salaire:

1. oui

2. non

Q 26 La Fonction publique présentait pour moi un attrait particulier:

1. oui

2. non

Q 27 A l'époque, c'était la meilleure occasion qui s'offrait à moi:

1. oui

2. non

Q 28 J'avais des amis dans le fonctionnarisme provincial:

1. oui

2. non

Q 29 Le lieu de l'emploi était là où je désirais travailler:

1. oui

2. non

Q 30 J'avais d'autres raisons non énumérées ici:

1. oui

2. non

Q 31 Parmi les raisons que l'on vient d'énumérer, laquelle influença le plus votre décision d'entrer dans la Fonction publique d'Ontario? (N'encerclez qu'une seule réponse).

0. Q 21

5. Q 26

1. Q 22

6. Q 27

2. Q 23

7. Q 28

3. Q 24

8. Q 29

4. Q 25

9. Q 30

Q 32 En quelle année, pour la première fois, avez-vous commencé à travailler dans la Fonction publique d'Ontario?

1. 1963 ou plus tard

6. 1948 - 1950

2. 1960 - 1962

7. 1945 - 1947

3. 1957 - 1959

8. 1942 - 1944

4. 1954 - 1956

9. 1941 ou avant

5. 1951 - 1953

Q 33 Lorsque, pour la première fois, vous avez commencé dans la Fonction publique d'Ontario, aviez-vous postulé un emploi en particulier?

1. oui

2. non - rien de particulier

Q 34 Votre première demande d'emploi, l'avez-vous faite auprès de la Commission du service civil ou directement à un ministère, agence, ou société de la couronne?

1. à la Commission du service civil

2. à un ministère, une
agence ou une société de
la couronne

Q 35 Lors de votre premier poste à la Fonction publique d'Ontario, quelle langue vous aurait été la plus utile?

1. l'anglais

2. une autre langue (précisez)

Q 36 Quel était le type d'agglomération où vous avez occupé votre premier poste à la Fonction publique d'Ontario?

1. milieu rural

2. agglomération de moins de
10,000 habitants

3. ville entre 10,000 et
50,000 habitants

4. ville de plus de
50,000 habitants
(à l'exclusion de Toronto)

5. Toronto métropolitain

Q 37 A votre entrée dans la Fonction publique d'Ontario, quel était votre traitement annuel?

1. moins de \$10,000

2. mon traitement était de
\$10,000 ou plus

Q 38 Quel était précisément ce traitement?

A. Traitements inférieurs à \$10,000

1. 1,999 ou moins

2. 2,000 - 2,999

3. 3,000 - 3,999

4. 4,000 - 4,999

5. 5,000 - 5,999

6. 6,000 - 6,999

7. 7,000 - 7,999

8. 8,000 - 8,999

9. 9,000 - 9,999

B. Traitements de \$10,000 et plus

1. 10,000 - 10,999

2. 11,000 - 11,999

3. 12,000 - 12,999

4. 13,000 - 13,999

5. 14,000 - 14,999

6. 15,000 - 15,999

7. 16,000 - 16,999

8. 17,000 - 17,999

9. 18,000 - ou plus

Q 39 Dans quel type d'agglomération travaillez-vous actuellement?

- | | |
|---|---|
| 1. milieu rural | 4. ville de plus de 50,000 habitants (à l'exclusion de Toronto) |
| 2. agglomération de moins de 10,000 habitants | 5. Toronto métropolitain |
| 3. ville entre 10,000 et 50,000 habitants | |

Q 40 Êtes-vous toujours à l'emploi du même ministère, agence ou société de la couronne qu'au début de votre carrière dans la Fonction publique d'Ontario?

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 41 Dans combien de ministères, agences ou sociétés de la couronne avez-vous travaillé depuis votre entrée dans la Fonction publique d'Ontario?

- | | |
|----------|-----------------|
| 1. un | 4. quatre |
| 2. deux | 5. cinq ou plus |
| 3. trois | |

Q 42 Dans combien de localités différentes de l'Ontario avez-vous travaillé depuis votre entrée dans la Fonction publique d'Ontario?

- | | |
|----------|-----------------|
| 1. un | 4. quatre |
| 2. deux | 5. cinq ou plus |
| 3. trois | |

Q 43 Depuis que vous êtes à la Fonction publique d'Ontario, y travaillez-vous d'une façon continue?

(Ne considérez comme interruption ni le service militaire, ni un congé pour fins d'études)

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 44 Quel est le total de vos années de service à la Fonction publique d'Ontario? (Ne tenez pas compte des éventuels emplois d'été).

- | | |
|-------------------|-------------------|
| 1. 2 ans ou moins | 5. 11 à 14 ans |
| 2. 3 à 4 ans | 6. 15 à 18 ans |
| 3. 5 à 6 ans | 7. plus de 18 ans |
| 4. 7 à 10 ans | |

Q 45 Depuis combien d'années travaillez-vous au ministère ou à l'agence où vous êtes actuellement employé?

- | | |
|-------------------|-------------------|
| 1. 2 ans ou moins | 5. 11 à 14 ans |
| 2. 3 à 4 ans | 6. 15 à 18 ans |
| 3. 5 à 6 ans | 7. plus de 18 ans |
| 4. 7 à 10 ans | |

Q 46 Quel est votre traitement annuel? (Ne tenez pas compte du surtemps ni d'autres sources de revenus).

- | | |
|--|---|
| 1. mon traitement est inférieur à \$10,000 | 2. mon traitement est de \$10,000 ou plus |
|--|---|

Q 47 Quel est précisément votre traitement?

- | | |
|---|---|
| A. <u>Traitements inférieurs à \$10,000</u> | B. <u>Traitements de \$10,000 et plus</u> |
| 1. 1,999 ou moins | 1. 10,000 - 10,999 |
| 2. 2,000 - 2,999 | 2. 11,000 - 11,999 |
| 3. 3,000 - 3,999 | 3. 12,000 - 12,999 |
| 4. 4,000 - 4,999 | 4. 13,000 - 13,999 |
| 5. 5,000 - 5,999 | 5. 14,000 - 14,999 |
| 6. 6,000 - 6,999 | 6. 15,000 - 15,999 |
| 7. 7,000 - 7,999 | 7. 16,000 - 16,999 |
| 8. 8,000 - 8,999 | 8. 17,000 - 17,999 |
| 9. 9,000 - 9,999 | 9. 18,000 ou plus |

Q 48 Depuis combien de temps occupez-vous votre poste?

- | | |
|------------------|-------------------|
| 1. moins d'un an | 4. 5 à 6 ans |
| 2. 1 à 2 ans | 5. 7 à 10 ans |
| 3. 3 à 4 ans | 6. plus de 10 ans |

Q 49 Combien de postes vraiment différents avez-vous occupés depuis votre entrée dans la Fonction publique d'Ontario?

- | | |
|----------|----------------|
| 1. un | 4. quatre |
| 2. deux | 5. cinq |
| 3. trois | 6. six ou plus |

Q 50 Quand avez-vous, pour la dernière fois, vraiment changé de poste au sein de la Fonction publique d'Ontario?

- | | |
|--|------------------|
| 1. ne s'applique pas; pas vraiment changé de poste | 5. 1962 |
| 2. 1965 ou 1966 | 6. 1961 |
| 3. 1964 | 7. 1960 |
| 4. 1963 | 8. 1959 |
| | 9. 1958 ou avant |

SI VOUS AVEZ REPONDU 1 A LA QUESTION 50 (NE S'APPLIQUE PAS), NE REPONDEZ PAS AUX SEPT QUESTIONS SUIVANTES ET PASSEZ IMMEDIATEMENT A LA QUESTION 58.

Q 51 Parmi les raisons de changement énumérées ci-dessous laquelle fut la plus importante?

(N'encerclez qu'une seule réponse).

1. permutation d'un ministère ou agence à un autre
2. permutation d'une direction (branch) à une autre au sein du même ministère
3. autre niveau de responsabilité
4. autre genre de travail
5. réajustement de traitement
6. réorganisation d'un ministère
7. autre changement

Q 52 Comment avez-vous appris que vous pouviez changer de poste?

(N'encerclez qu'une seule réponse).

1. avis public
2. avis au sein de votre ministère
3. avis au sein de la Fonction publique d'Ontario
4. information verbale ou au cours d'une conversation
5. autres moyens

Q 53 Avez-vous obtenu le poste par: (N'encerclez qu'une seule réponse).

1. examen écrit seulement
2. examen écrit et entrevue
3. comité de sélection sans examen
4. entrevue seulement

Q 54 Quand avez-vous pour l'avant-dernière fois vraiment changé de poste au sein de la Fonction publique d'Ontario? (Avant le changement indiqué à la question 50).

- | | |
|--|------------------|
| 1. ne s'applique pas; pas vraiment changé de poste | 5. 1962 |
| 2. 1965 ou 1966 | 6. 1961 |
| 3. 1964 | 7. 1960 |
| 4. 1963 | 8. 1959 |
| | 9. 1958 ou avant |

SI VOUS AVEZ REPONDU 1 A LA QUESTION 54 (NE S'APPLIQUE PAS), NE REPONDEZ PAS AUX TROIS QUESTIONS SUIVANTES ET PASSEZ IMMEDIATEMENT A LA QUESTION 58.

Q 55 Parmi les raisons de changement énumérées ci-dessous laquelle fut la plus importante?
(N'encerclez qu'une seule réponse).

1. permutation d'un ministère ou agence à un autre
2. permutation d'une direction à une autre au sein du même ministère
3. autre niveau de responsabilité
4. autre genre de travail
5. réajustement de traitement
6. réorganisation d'un ministère
7. autre changement

Q 56 Comment avez-vous appris que vous pouviez changer de poste?
(Ne donnez qu'une seule réponse).

1. avis public
2. avis au sein de votre ministère
3. avis au sein de la Fonction publique d'Ontario
4. information verbale ou au cours d'une conversation
5. autres moyens

Q 57 Avez-vous obtenu votre poste par: (Ne donnez qu'une seule réponse)

1. examen écrit seulement
2. examen écrit et entrevue
3. comité de sélection sans examen
4. entrevue seulement

Q 58 Selon quelle fréquence votre travail vous amène-t-il à prendre contact en personne avec d'autres ministères ou agences du Gouvernement de l'Ontario?

- | | |
|--|---|
| 1. jamais | 3. assez souvent - environ une fois par semaine |
| 2. parfois - moins d'une fois par mois | 4. très souvent - plus d'une fois par semaine |

Q 59 Selon quelle fréquence votre travail vous amène-t-il à prendre contact par téléphone avec d'autres ministères ou agences du Gouvernement de l'Ontario?

- | | |
|--|---|
| 1. jamais | 3. assez souvent - environ une fois par semaine |
| 2. parfois - moins d'une fois par mois | 4. très souvent - plus d'une fois par semaine |

Q 60 Selon quelle fréquence votre travail vous amène-t-il à prendre contact par écrit avec d'autres ministères ou agences du Gouvernement de l'Ontario?

- | | |
|--|---|
| 1. jamais | 3. assez souvent - environ une fois par semaine |
| 2. parfois - moins d'une fois par mois | 4. très souvent - plus d'une fois par semaine |
-

Q 61 D'après la liste suivante, qu'est-ce qui décrit le mieux l'intensité de vos contacts par écrit ou en personne avec des fonctionnaires du Gouvernement du Québec?

- | | |
|---------------------|-----------------------------|
| 1. aucun contact | 3. contacts assez fréquents |
| 2. contacts limités | 4. contacts très fréquents |
-

Q 62 Si vous êtes en rapport avec des fonctionnaires du Gouvernement du Québec, quelle langue utilisez-vous?

- | | |
|--|---|
| 1. aucun rapport | 4. le français et l'anglais presque dans la même proportion |
| 2. seulement l'anglais | 5. principalement le français mais un peu d'anglais |
| 3. principalement l'anglais, mais un peu de français | 6. seulement le français |
-

Q 63 D'après la liste suivante, qu'est-ce qui décrit le mieux l'intensité de vos contacts par écrit ou en personne avec des administrations municipales de l'Ontario?

- | | |
|---------------------|-----------------------------|
| 1. aucun contact | 3. contacts assez fréquents |
| 2. contacts limités | 4. contacts très fréquents |
-

Q 64 Si vous êtes en rapport avec des administrations municipales de l'Ontario, quelle langue utilisez-vous?

- | | |
|--|---|
| 1. aucun rapport | 4. le français et l'anglais presque dans la même proportion |
| 2. seulement l'anglais | 5. principalement le français, mais un peu d'anglais |
| 3. principalement l'anglais, mais un peu de français | 6. seulement le français |
-

Q 65 Selon quelle fréquence votre travail vous amène-t-il à prendre contact en personne avec le public?

- | | |
|------------|------------------|
| 1. jamais | 3. assez souvent |
| 2. parfois | 4. très souvent |
-

Q 66 Selon quelle fréquence votre travail vous amène-t-il à prendre contact par téléphone avec le public?

- | | |
|------------|------------------|
| 1. jamais | 3. assez souvent |
| 2. parfois | 4. très souvent |
-

Q 67 Selon quelle fréquence votre travail vous amène-t-il à prendre contact par écrit avec le public?

- | | |
|------------|------------------|
| 1. jamais | 3. assez souvent |
| 2. parfois | 4. très souvent |
-

Q 68 Au travail, utilisez-vous une autre langue que l'anglais?

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|
-

Q 69 Si vous venez de répondre oui, quelle est cette langue, autre que l'anglais, que vous utilisez le plus fréquemment au travail?

- | | |
|-------------------------------|-------------------------|
| 1. je n'utilise que l'anglais | 5. l'ukrainien |
| 2. le français | 6. le polonais |
| 3. l'allemand | 7. le néerlandais |
| 4. l'italien | 8. une autre (précisez) |
-

Q 70 Cette langue autre que l'anglais, avec qui, le cas échéant, l'utilisez-vous au travail?

- | | |
|--|--|
| 1. je n'utilise que l'anglais au travail | 3. à la fois avec des confrères de travail et avec le public |
| 2. avec le public seulement | 4. avec des confrères de travail seulement |
-

Q 71 Cette langue autre que l'anglais, selon quelle fréquence, le cas échéant, l'utilisez-vous au travail?

- | | |
|------------------|--|
| 1. parfois | 3. très souvent |
| 2. assez souvent | 4. je n'utilise que l'anglais au travail |
-

Q 72 Croyez-vous qu'il vous est (ou vous serait) personnellement utile hors du travail de connaître une autre langue en plus du français?

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|
-

Q 73 Si oui, laquelle vous est (ou vous serait) la plus utile?

- | | |
|----------------|--|
| 1. l'anglais | 6. le néerlandais |
| 2. l'allemand | 7. une autre langue (précisez) |
| 3. l'italien | |
| 4. l'ukrainien | 8. une autre langue ne me serait pas utile personnellement hors du travail |
| 5. le polonais | |

Q 74 Croyez-vous qu'il vous est (ou vous serait) utile dans l'accomplissement de votre travail de connaître une autre langue en plus de l'anglais?

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 75 Si oui, laquelle vous est (ou vous serait) la plus utile?

- | | |
|----------------|---|
| 1. le français | 6. le néerlandais |
| 2. l'allemand | 7. une autre (précisez) |
| 3. l'italien | |
| 4. l'ukrainien | 8. une autre langue ne me serait pas utile au travail |
| 5. le polonais | |

Q 76 Depuis que vous êtes à la Fonction publique d'Ontario, avez-vous suivi des cours offerts ou payés par le gouvernement d'Ontario?
(y compris les cours suivis dans la Fonction publique ou à l'extérieur, et aussi tout congé spécial pour fin d'études)

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 77 Depuis que vous êtes à la Fonction publique d'Ontario, avez-vous, de votre propre chef, suivi à l'extérieur des cours en rapport avec votre carrière ou travail?

- | | |
|--------|--------|
| 1. oui | 2. non |
|--------|--------|

Q 78 Si vous deviez quitter la Fonction publique d'Ontario, vers quel genre d'emploi vous dirigeriez-vous?

- | | |
|-------------------------------------|-----------------------------------|
| 1. à mon compte | 6. le travail de maison, ménagère |
| 2. une grande entreprise | 7. un autre emploi |
| 3. une petite entreprise | 8. à la retraite |
| 4. l'enseignement | 9. je ne sais pas |
| 5. vers une autre fonction publique | |

Q 79 Etes-vous membre de l' "Ontario Civil Service Association"?

1. oui

2. non

Q 80 Etes-vous membre d'une association professionnelle reliée à votre travail?

1. oui

2. non

Q 81 Qu'est-ce qui vous plaît le moins dans votre présent emploi?
(N'encerclez qu'une réponse).

1. mes confrères de travail
2. le peu de chances de prendre de l'initiative
3. le trop de routine
4. le salaire

5. les chances d'avancement trop limitées
6. le lieu de travail
7. je n'aime pas le genre de travail
8. un autre aspect non mentionné

NE TRANSCRIVEZ PAS LES QUESTIONS SUIVANTES SUR LA FEUILLE-REPOSE. S.V.P. N'ECRIVEZ VOS REPONSES QUE SUR LE QUESTIONNAIRE.

Q 82 Voici 12 objectifs que l'on peut rechercher dans un emploi. Classez-les selon l'importance que vous leur attribuez, en les numérotants de 1 à 12: écrivez 1 devant le plus important, 12 devant le moins, etc.

- () accomplir quelque chose
- () les conditions de travail
- () le salaire
- () les chances d'avancement
- () l'expérience et l'habileté à acquérir
- () la sécurité

- () le genre de travail
- () le prestige et statut social
- () les relations avec les confrères de travail
- () la surveillance
- () la responsabilité

Q 83 Quelle(s) langue(s) pouvez-vous bien lire?

1. l'anglais
2. le français
3. l'allemand
4. l'italien
5. l'ukrainien

6. le polonais
7. l'hébreu ou yiddish
8. le néerlandais
9. une autre langue (précisez)

Q 84 Quelle(s) langue(s) pouvez-vous bien écrire?

- | | |
|----------------|--------------------------------|
| 1. l'anglais | 6. le polonais |
| 2. le français | 7. l'hébreu ou le yiddish |
| 3. l'allemand | 8. le néerlandais |
| 4. l'italien | 9. une autre langue (précisez) |
| 5. l'ukrainien | |
-

Q 85 Quelle(s) langue(s) parlée(s) pouvez-vous bien comprendre?

- | | |
|----------------|--------------------------------|
| 1. l'anglais | 6. le polonais |
| 2. le français | 7. l'hébreu ou le yiddish |
| 3. l'allemand | 8. le néerlandais |
| 4. l'italien | 9. une autre langue (précisez) |
| 5. l'ukrainien | |
-

Q 86 Quelle(s) langue(s) pouvez-vous bien parler?

- | | |
|----------------|--------------------------------|
| 1. l'anglais | 6. le polonais |
| 2. le français | 7. l'hébreu ou le yiddish |
| 3. l'allemand | 8. le néerlandais |
| 4. l'italien | 9. une autre langue (précisez) |
| 5. l'ukrainien | |
-

Q 87 Quelle langue considérez-vous être votre langue maternelle?

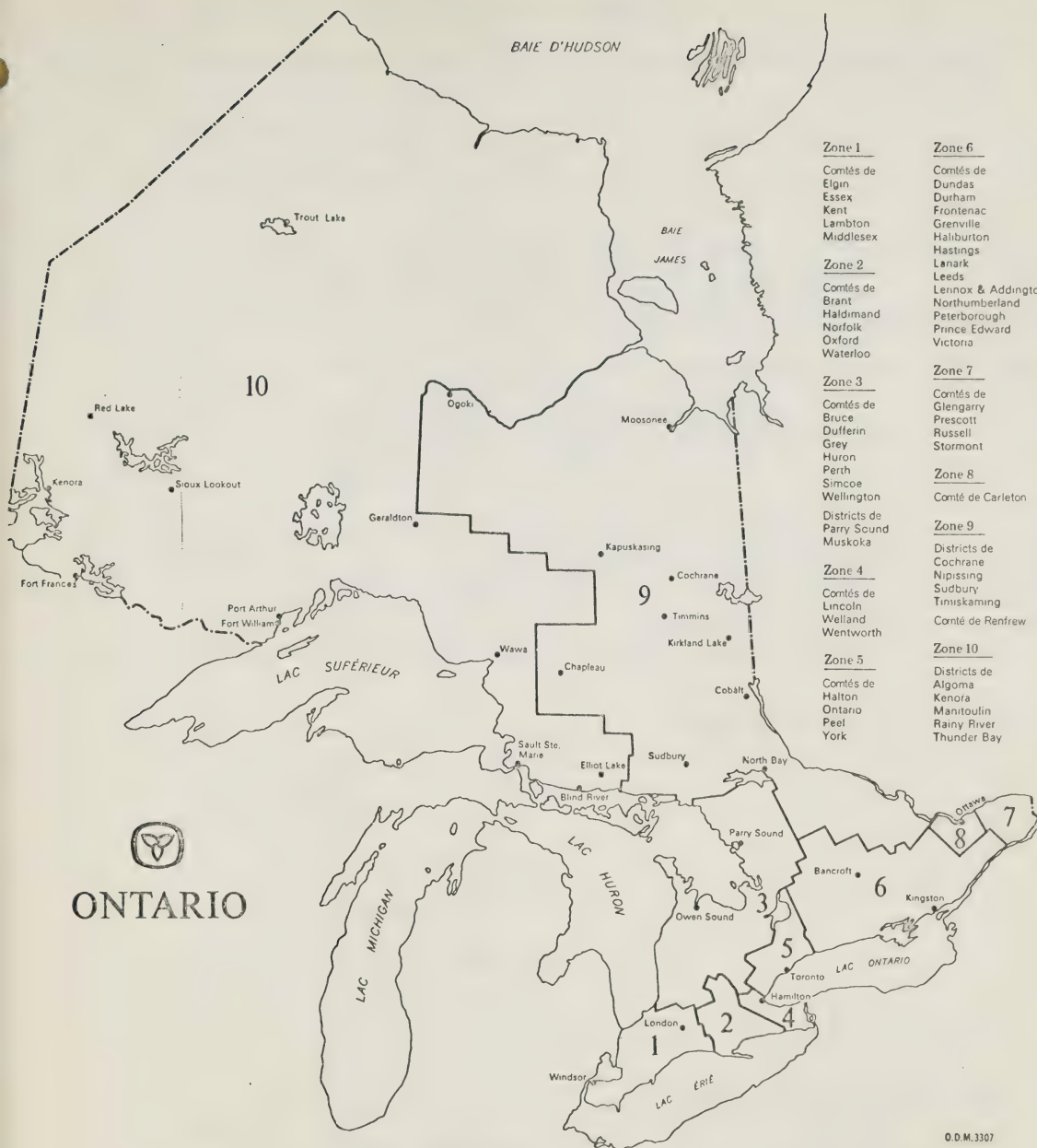
- | | |
|----------------|--------------------------------|
| 1. l'anglais | 6. le polonais |
| 2. le français | 7. l'hébreu ou le yiddish |
| 3. l'allemand | 8. le néerlandais |
| 4. l'italien | 9. une autre langue (précisez) |
| 5. l'ukrainien | |
-

Q 88 Quel était le lieu de votre premier poste à la Fonction publique d'Ontario?
(Ci-joint une carte de la province d'Ontario divisée en zones numérotées.
Choisissez s.v.p. le numéro approprié sur la carte et encerclez ci-dessous
le même numéro).

1 : 2 : 3 : 4 : 5 : 6 : 7 : 8 : 9 : 10 :

Q 89 Quel est le lieu de votre poste actuel?
(Choisissez s.v.p. le numéro approprié sur la carte et encerclez ci-dessous
le même numéro).

1 : 2 : 3 : 4 : 5 : 6 : 7 : 8 : 9 : 10 :



LANGUAGE USE IN THE GOVERNMENT OF ONTARIO

Interview schedule used in interviewing departmental representatives

Department or agency _____

Officer interviewed _____

I. Documents, issued by the department or agency, of these sorts:

1. Forms to be completed by individuals or organizations -
 - (i) to be completed by members of the public;
 - (ii) to be completed by corporations, firms, companies, business organizations;
 - (iii) to be completed by other governmental bodies: municipalities, hospitals, schools;
 - (iv) to be completed by civil servants.
2. Internal manuals, circulars, operating directives.
3. Departmental publications.
4. Public notices.

Does your department issue any of these in a language or languages other than English? What proportions are not in English? How many?

What languages other than English are used? Who translates the forms from English? In what areas are the non-English documents used? Are they bilingual, containing more than one language on each document, or is each language on a separate form?

FORMS FOR PUBLIC

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

FORMS FOR CORPORATIONS, ETC.

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

FORMS FOR MUNICIPALITIES, HOSPITALS, SCHOOLS.

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

FORMS FOR CIVIL SERVANTS

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

INTERNAL MANUALS, CIRCULARS, DIRECTIVES

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

DEPARTMENTAL PUBLICATIONS IN 1965

None

English only

Title

No. Pages

Language(s)

Prop'n of total

PUBLIC NOTICES

None

English only

Other language(s)

Number

Proportion of total

Translated by

Used in these areas

Bilingual/unilingual

II. Communications, both written and oral, with persons and organizations outside the civil service.

1. With the public, including corporations and business firms.
2. With other governments in Canada: federal, provincial, municipal.
3. With other public bodies such as hospitals and schools.

What proportion of letters received annually by your department or agency are not in English? What language(s) are they in? Who translates them?
 Is the reply in English or in the same language as the letter?
 If the reply is not in English, who translates it?

Do any of your departmental staff use a language other than English in the course of their work? Which staff? In what part of the Province?
 What language(s)? In what language is the non-English material filed?

COMMUNICATIONS WITH THE PUBLIC INCLUDING BUSINESS FIRMS

None

English only

Other language(s)

No. non-English per year

Translated by

Language of reply

Reply translated by

Filing

COMMUNICATIONS WITH OTHER GOVERNMENTS, HOSPITALS, SCHOOLS

None

English only

Other language(s)

Used with whom

No. non-English
per year

Translated by

Language of reply

Reply translated by

Filing

STAFF USING LANGUAGES OTHER THAN ENGLISH IN THEIR WORK

None

Which staff

Other language(s)

Used in these areas

III. Translations.

Is there a central translation service or officer in your department or agency?

Do you use the Citizenship Branch of the Department of the Provincial Secretary and Citizenship for translations?

Do you have a general departmental policy regarding the use of languages other than English by your staff in their work? What is it?

Do you have a general departmental policy regarding the use of materials or communications in languages other than English? What is it?

(If not previously discussed:) Do any of your branches or regions have special practices in the use of other languages, different from the practice at the head office? What branches or regions, and what are their special policies and practices?

APPENDIX III

DISTRIBUTION OF RESPONSES TO THE QUESTIONNAIRE SENT

TO SELECTED CIVIL SERVANTS: WEIGHTED

(Respondents who answered in French are not included
except where it is so stated)

		<u>Number</u>	<u>Per cent</u>
Q. 1	Sex		
	1. Male	16,375	64.9
	2. Female	8,864	35.1
	Total	25,239	100.0
Q. 2	Birthdate ¹		
	1921	11,391	44.6
	1921-35	7,965	31.2
	1936+	6,176	24.2
	Total	25,532	100.0
Q. 3	Marital Status		
	Single	5,749	22.8
	Married	17,427	69.1
	Other	2,030	8.1
	Total	25,206	100.0
Q. 4	Number of children		
	None	8,918	36.1
	One	3,693	14.9
	Two	5,543	22.4
	Three	3,465	14.0
	Four+	3,088	12.5
	Total	24,707	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

	<u>Number</u>	<u>Per cent</u>
Q. 5 Father's occupation		
Managerial	2,404	9.5
Professional, teacher	1,786	7.1
Clerical, stenographic	773	3.1
Technical, trades	8,013	31.7
Farm-owner	5,595	22.2
Unskilled labourer	2,040	8.1
Farm worker	602	2.4
Sales, service	1,599	6.3
Other	2,426	9.6
Total	25,238	100.0
Q. 6 Level of education ¹		
Primary	3,685	14.5
High School	15,790	62.0
University	2,806	11.0
Other professional degree	1,284	5.0
Technical or business diploma	1,885	7.5
Total	25,450	100.0
Q. 7 Location of primary and secondary schooling ¹		
Atlantic Provinces	727	2.9
Quebec	484	1.9
Ontario	18,185	71.4
B.C. or the Prairies	919	3.6
Outside Canada	5,170	20.2
Total	25,485	100.0
Q. 8 Language of most of primary and secondary schooling		
English	22,306	89.6
Other	2,576	10.4
Total	24,882	100.0
Q. 9 Location of undergraduate training		
Atlantic Provinces	201	5.0
Quebec	195	4.8
Ontario	2,445	60.8
B.C. or the Prairies	135	3.4
Outside Canada	1,045	26.0
Total	4,021	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

	<u>Number</u>	<u>Per cent</u>
Q. 10 Field of education		
Sciences	776	19.9
Engineering	728	18.7
Social Sciences	799	20.5
Humanities	596	15.3
Law, Medicine	626	16.1
Other	365	9.4
Total	3,890	100.0
Q. 11 Language of instruction at university		
English	3,383	86.8
Other	516	13.2
Total	3,899	100.0
Q. 12 Kind of school of technical or vocational training		
Trade school or apprenticeship	1,858	15.3
Secondary	4,589	37.9
Business school	2,425	20.0
Technical Institute	1,140	9.4
Correspondence	527	4.3
Other	1,578	13.0
Total	12,117	100.0
Q. 13 Location of technical training		
Ontario	8,812	73.6
Canada, other than Ontario	569	4.8
Outside Canada	2,584	21.6
Total	11,965	100.0
Q. 14 Language of Technical or vocational training		
English	10,994	91.1
Other	1,080	8.9
Total	12,074	100.0
Q. 15 Any specific occupational goal in mind		
Yes, definitely	10,022	40.0
Some idea	9,953	39.7
None	5,080	20.3
Total	25,055	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 16 Sort of organization will work in		
Large company	4,574	18.2
Small company	1,849	7.4
Provincial government	2,346	9.3
Other government	1,018	4.1
Teaching	1,715	6.8
Independent profession	2,376	9.5
Own business	2,441	9.7
Other	1,401	5.6
No particular idea	7,403	29.5
Total	25,123	100.0
Q. 17 First full-time job		
Clerical or stenographic	6,047	24.0
Professional or teaching	3,723	14.8
Managerial	393	1.6
Technical or skilled tradesman	3,972	15.8
Labourer	2,992	11.9
Farming	2,171	8.6
Housewife	685	2.7
Sales or service	2,031	8.1
Other	3,152	12.5
Total	25,166	100.0
Q. 18 Years outside Ontario civil service		
Not applicable	3,990	15.9
-4 years	5,453	21.7
5-10 years	5,282	21.0
11-18 years	4,778	19.0
18+	5,604	22.3
Total	25,107	100.0
Q. 19 Work for other civil service		
None	20,053	80.7
Federal	1,928	7.8
Another provincial	862	3.5
Municipal	806	3.2
Other	1,214	4.9
Total	24,863	100.0
Q. 20 Number of jobs outside Ontario civil service		
None	4,766	21.4
One	5,774	26.0
Two	5,468	24.6
Three+	6,220	28.0
Total	22,228	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 21-30		
Reasons for joining Ontario civil service		
Promotion		
Yes	12,662	54.1
No	10,757	45.9
Total	23,419	100.0
Job security		
Yes	20,152	83.2
No	4,055	16.8
Total	24,207	100.0
Type of work		
Yes	20,855	86.8
No	3,175	13.2
Total	24,030	100.0
Dissatisfied		
Yes	8,943	38.8
No	14,080	61.2
Total	23,023	100.0
Good salary		
Yes	9,543	40.5
No	14,018	59.5
Total	23,561	100.0
Public service		
Yes	12,445	53.2
No	10,926	46.8
Total	23,371	100.0
Best offer		
Yes	12,805	54.3
No	10,768	45.7
Total	23,573	100.0
Friends already in civil service		
Yes	7,364	31.3
No	16,187	68.7
Total	23,551	100.0
Location		
Yes	17,435	73.4
No	6,334	26.6
Total	23,769	100.0
Other reasons		
Yes	9,412	40.5
No	13,821	59.5
Total	23,233	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 31 Most important reason		
21. Promotion	1,734	6.8
22. Security	6,700	26.3
23. Work	8,091	31.7
24. Dissatisfied	703	2.8
25. Salary	514	2.0
26. Public service	1,492	5.8
27. Best offer	2,491	9.8
28. Friends	165	0.6
29. Location	2,100	9.2
30. Other	1,531	6.0
Total	25,521	100.0
Q. 32 Year of entry		
1960+	11,111	43.8
1954-1959	7,794	30.7
1948-1953	3,698	14.6
-1948	2,764	10.9
Total	25,367	100.0
Q. 33 Specific work		
Yes	16,150	63.9
No, a general application	9,136	36.1
Total	25,286	100.0
Q. 34 Direct application		
Civil Service Commission	5,004	20.0
Department, agency or Crown Corp.	20,071	80.0
Total	25,075	100.0
Q. 35 Language most suitable in first job		
English	24,642	97.6
Other	615	2.4
Total	25,257	100.0
Q. 36 Size of community first work		
Rural	3,354	13.3
-10,000	4,382	17.3
10,000-50,000	6,564	26.0
50,000+	2,893	11.4
Metropolitan Toronto	8,087	32.0
Total	25,280	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 37 Initial salary		
-10,000	25,009	99.1
+10,000	220	0.9
Total	25,229	100.0
Q. 38 Salary		
-2,000	5,659	22.2
2,000-2,999	10,304	40.5
3,000-3,999	5,660	22.2
4,000-4,999	1,679	6.6
5,000-9,999	1,607	6.3
10,000+	553	2.2
Total	25,462	100.0
Q. 39 Size of community now working		
Small	6,504	25.8
10,000-50,000	6,719	26.7
50,000+	3,502	13.9
Metropolitan Toronto	8,483	33.7
Total	25,208	100.0
Q. 40 Same department		
Yes	23,110	91.6
No	2,123	8.4
Total	25,223	100.0
Q. 41 How many departments		
One	22,094	89.0
Two	2,333	9.4
Three+	392	1.6
Total	24,819	100.0
Q. 42 How many communities		
One	18,554	75.2
Two	2,239	9.1
Three	1,065	4.3
Four+	2,811	11.4
Total	24,669	100.0
Q. 43 Continuous employment		
Yes	23,031	91.8
No	2,055	8.2
Total	25,086	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 44 Years employed		
4 or less	8,779	34.7
5-10	8,898	35.1
11-18	5,124	20.2
18+	2,516	9.9
Total	25,317	100.0
Q. 45 Years last department		
4 or less	9,669	38.3
5-10	8,590	34.0
11-18	4,807	19.0
18+	2,200	8.7
Total	25,266	100.0
Q. 46 Present salary ¹		
-10,000	23,970	93.4
10,000+	1,702	6.6
Total	25,672	100.0
Q. 47 Present salary ¹		
-3,000)		
3,000-5,999)	20,269	78.9
6,000-9,999)	3,545	13.8
10,000-17,999)		
18,000+)	1,891	7.3
Total	25,705	100.0
Q. 48 Years in present position		
-1	4,047	16.1
1-4	9,758	38.7
5-10	7,346	29.1
10+	4,052	16.1
Total	25,203	100.0
Q. 49 How many different positions		
One	13,988	57.1
Two	5,939	24.3
Three+	4,559	18.6
Total	24,486	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

	<u>Number</u>	<u>Per cent</u>
Q. 50 Last change		
Not applicable	13,408	54.6
1963-1966	6,303	25.7
1959-1962	2,834	11.5
Before 1959	2,026	8.2
Total	24,571	100.0
Q. 51 Factor in change		
Department	400	3.5
Branch	861	7.5
Level of responsibility	5,058	44.1
Type of work	2,679	23.3
Salary	1,708	14.9
Organization	372	3.2
Other	398	3.5
Total	11,476	100.0
Q. 52 Opportunity last change		
Advertisement	2,669	23.9
Word of mouth	4,350	39.0
Other	4,139	37.1
Total	11,158	100.0
Q. 53 Obtain last change		
Written	1,314	11.9
Written and interview	1,250	11.3
Selection	2,547	23.0
Interview only	5,974	53.9
Total	11,085	100.0
Q. 54 When prelast change		
Not applicable	5,748	51.9
1965 or 1966	461	4.2
1964	467	4.2
1963	454	4.1
1962	476	4.3
1961	349	3.2
1960	357	3.2
1959	439	4.0
Before 1959	2,326	21.0
Total	11,077	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 55 Most important factor		
Department	183	3.2
Branch	343	6.0
Level of responsibility	2,389	41.6
Type of work	1,529	26.6
Salary	863	15.0
Organization	216	3.8
Other	218	3.8
Total	5,741	100.0
Q. 56 Learn about opportunity		
Advertisement	1,153	20.6
Word of mouth	2,325	41.4
Other	2,130	38.0
Total	5,608	100.0
Q. 57 How obtain change		
Written	832	15.1
Written and interview	466	8.4
Selection	1,094	19.8
Interview only	3,131	56.7
Total	5,523	100.0
Q. 58 Personal Ontario		
Never	11,213	44.7
Once a month	8,101	32.3
Once a week	2,673	10.7
Oftener	3,086	12.3
Total	25,073	100.0
Q. 59 Telephone Ontario		
Never	11,919	47.3
Once a month	7,160	28.4
Once a week	2,704	10.7
Oftener	3,426	13.6
Total	25,209	100.0
Q. 60 Written Ontario		
Never	15,020	59.9
Once a month	6,098	24.3
Once a week	1,890	7.5
Oftener	2,083	8.3
Total	25,091	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 61 Contacts Quebec		
None	21,456	85.7
Limited	2,628	10.5
Fair	540	2.2
Often	415	1.7
Total	25,039	100.0
Q. 62 Language used contacts Quebec		
No contact	21,491	87.6
English only	2,320	9.5
Mainly English	442	1.8
English and French equally	135	0.6
Mainly French	107	0.4
French only	34	0.1
Total	24,529	100.0
Q. 63 Contacts municipal		
None	15,471	61.8
Limited	5,781	23.1
Fair	1,888	7.5
Often	1,904	7.6
Total	25,044	100.0
Q. 64 Language used contacts municipal		
No contact	14,476	58.0
English only	10,053	40.3
Mainly English	368	1.5
English and French equally	38	0.2
Mainly French	13	0.1
French only	1	0.0
Total	24,949	100.0
Q. 65 Personal contact with public		
Never	4,383	17.4
Occasionally	7,258	28.7
Quite often	4,859	19.2
Very often	8,759	34.7
Total	25,259	100.0
Q. 66 Telephone contact with public		
Never	7,746	30.7
Occasionally	7,869	31.2
Quite often	3,818	15.2
Very often	5,762	22.9
Total	25,195	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 67 Writing contact with public		
Never	12,952	51.6
Occasionally	5,666	22.6
Quite often	2,590	10.3
Very often	3,876	15.5
Total	25,084	100.0
Max. contact public		
Never	3,790	14.9
Occasionally	6,861	27.0
Quite often	4,900	19.3
Very often	9,830	38.7
Total	25,381	100.0
Q. 68 Other language		
Yes	3,953	15.7
No	21,218	84.3
Total	25,171	100.0
Q. 69 Language used most often ¹		
English	21,797	86.5
French	1,836	7.3
Other	1,577	6.2
Total	25,210	100.0
Q. 70 Use other language with whom		
English	21,481	86.8
Public	1,225	5.0
Fellow workers and public	1,307	5.3
Fellow workers only	729	2.9
Total	24,742	100.0
Q. 71 Frequency language other than English ¹		
Occasionally	2,850	11.7
Quite often	587	2.4
Very Often	427	1.8
English only	20,418	84.1
Total	24,282	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

	<u>Number</u>	<u>Per cent</u>
Q. 72 Useful personally to know other language		
Yes	18,346	73.2
No	6,732	26.8
Total	25,078	100.0
Q. 73 Language most useful personally		
French	15,271	61.4
Other	3,547	14.3
None	6,059	24.4
Total	24,877	100.0
Q. 74 Useful in work to know other language		
Yes	11,555	45.9
No	13,598	54.1
Total	25,153	100.0
Q. 75 Language most useful in work ¹		
French	10,136	41.1
Other	3,369	13.6
None	11,177	45.3
Total	24,682	100.0
Q. 76 Government courses		
Yes	8,727	34.5
No	16,535	65.5
Total	25,262	100.0
Q. 77 Courses personal		
Yes	6,851	27.2
No	18,362	72.8
Total	25,213	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

	<u>Number</u>	<u>Per cent</u>
Q. 78 Future work		
Self-employment	3,840	15.3
Large company	3,336	13.3
Small company	1,139	4.5
Teaching	1,192	4.7
Another civil service	3,106	12.4
Housework	810	3.2
Other	2,803	11.1
Retirement	2,872	11.4
Don't know	6,065	24.1
Total	25,163	100.0
Q. 79 Member CSAO		
Yes	16,184	64.1
No	9,076	35.9
Total	25,260	100.0
Q. 80 Other association		
Yes	5,404	21.6
No	19,579	78.4
Total	24,983	100.0
Q. 81 Aspects least satisfying		
Fellow workers	520	2.2
Little chance for initiative	2,149	9.0
Routine	1,621	6.8
Salary	8,296	34.6
Promotion	5,348	22.3
Location	1,036	4.3
Type of work	306	1.3
Other aspect	4,695	19.6
Total	23,971	100.0
Q. 82 Not available		
Q. 83 Language capacity		
Read		
English	24,256	81.9
French	2,106	7.1
Other	3,244	11.0
Total	29,606	100.0
Q. 84 Write		
English	24,004	85.7
French	1,113	4.0
Other	2,887	10.3
Total	28,004	100.0

	<u>Number</u>	<u>Per cent</u>
Q. 85 Speak		
English	24,246	83.9
French	1,177	4.1
Other	3,483	12.0
Total	28,906	100.0
Q. 86 Understand		
English	24,335	81.4
French	1,665	5.6
Other	3,896	13.0
Total	29,896	100.0
Q. 87 Mother tongue ¹		
English	21,189	85.1
French	768	3.1
Other	2,940	11.8
Total	24,897	100.0
Q. 88 Location first Ontario Civil Service job		
Zone 1	6,865	26.9
Zone 2	9,461	37.1
Zone 3	3,658	14.3
Zone 4	590	2.3
Zone 5	4,947	19.4
Total	25,521	100.0
Q. 89 Location present job ¹		
Zone 1	7,012	27.2
Zone 2	9,458	36.7
Zone 3	3,690	14.3
Zone 4	690	2.7
Zone 5	4,911	19.1
Total	25,761	100.0

1. Respondents of French mother tongue who answered the questionnaire in French are included.

